Certified Admin Workbook

v6.2

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1 Overview

This workbook provides you with exercises related to Relativity administrative functions. The exercises will show you how to manage a workspace in Relativity from start to finish. The document will also prepare you for the Relativity Certified Administrator Exam.

In addition, for those unfamiliar with the electronic discovery process, please see Appendix A – Overview of Litigation Support to gain more context before going through the following exercises.

The exercises in this workbook should all be performed as a System Administrator in Relativity.

Please be aware the exam is delivered in two parts; an online quiz (150 questions) and a hands-on project.

1.1 Before You Begin

To fully benefit from this workbook and prepare for the Certification Exam, you should have experience working with Relativity and have familiarized yourself with the following materials:

- Relativity Quick Start Guide
- Relativity User Manual
- Relativity Searching Manual
- Relativity Admin Manual

These can be downloaded from the documentation section of the kCura website at: http://kcura.com/relativity/support/documentation. You will need to reference these documents while going through this workbook.

1.2 Workbook Scope

This workbook is activity-based and will help you become proficient in basic and advanced administrative tasks and techniques. These techniques are presented incrementally within sample scenarios relating to your administrative role, allowing you to work through the steps required to create clients and manage workspaces.

1.3 Conventions Used In This Guide

The following sections outline the conventions used throughout this workbook.

1.3.1 Scenarios

This workbook follows a sample workspace from onset through production. A portion of the scenario is presented in a blue box, as shown below. Each scenario acts as a model of how you would work with a kCura partner through the document review process.

All sections detailing this scenario will have a blue border and background.

1.3.2 Exercises

To accomplish the tasks set forth in the scenarios, you will perform many hands-on exercises. Exercises are marked with an orange bar listing the task to be completed.

→ Exercise: <Exercise Name>

Actions have a light orange background and are numbered.

1. <Action step one>
2. <Action step two>

Exercise sections also have an orange bar indicating the end of the section.

Exercise completed

1.4 Glossary

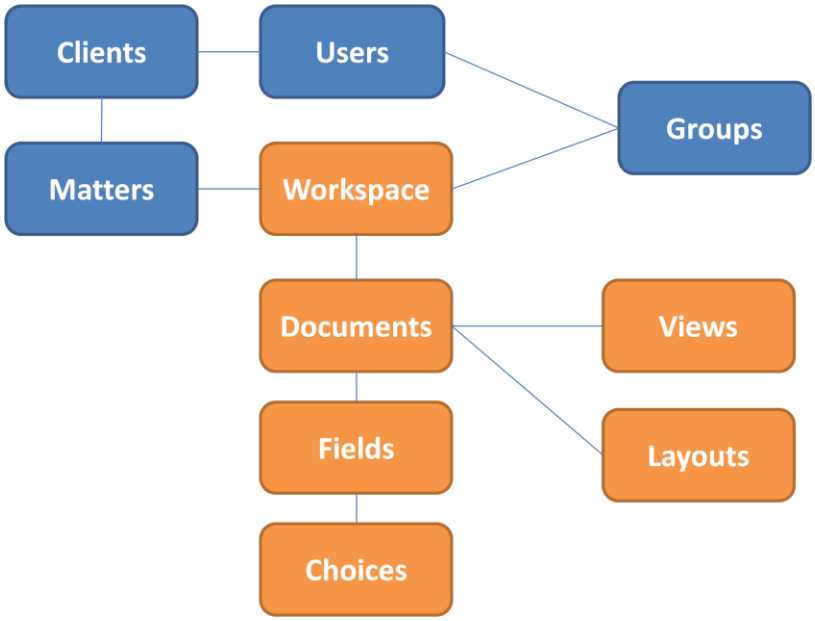
The table below defines the most commonly used object types in Relativity. It is important to become familiar with these terms, as they are used through this workbook.

Object	Definition
Client	Clients are companies or organizations. In Relativity, Clients are linked with associated Users and Matters.
Matter	Matters are used to define different Workspaces, disputes, or consulting instances that a firm may encounter with a Client. Within Relativity, a Matter can be associated with one or more Workspaces. Clients in Relativity may also be associated with one or more Matters (mirroring the billing structure of most law firms).
User	Users are individuals who have access to the Relativity environment.

Object	Definition
Group	Relativity Users are organized by Groups and may be associated with more than one at a time. Groups are added to Relativity Workspaces where their permissions are set on a case-by-case basis.
Workspace	Workspaces within Relativity are typically document repositories used to store, display, search, organize and categorize documents related to a specific matter.
Document	A Document is a record within a Relativity Workspace.
Field	Fields are used to store Document metadata or coding within Relativity.
Choices	Choices are predetermined values that are applied to Single and Multi-Choice List fields.
Layout	Layouts are Web-based coding forms that allow Users to view and edit Document fields.
Views	Views are customizable lists of items within Relativity. Essentially, anytime you see a list of items in Relativity, it is a View.

2 Relativity Objects

The Relativity platform is a series of connected objects centered on a workspace. Understanding these items and how they are connected is vital to Relativity Administrators. The diagram below represents the object types that make up the Relativity document review platform and how they are connected.



Relativity Objects

For more information on the above objects and their relationships, please see the Relativity Admin Manual.

3 Scenario and Activities

The following scenario represents the process by which you use Relativity to build a workspace and integrate into it all objects required to conduct a document review for a kCura partner.

You are managing workspaces for your organization which has recently agreed to represent a new client in a legal dispute. As the firm's Relativity Administrator, you will perform the following steps:

- Add the new client to Relativity.
- Create a new matter for the dispute.
- Add a new user assigned to the workspace.
- Add the new user to a specified group.

- Create a workspace to store the documents.
- Install the Relativity Desktop Client and Relativity Viewer used to import documents.
- Create metadata fields to store the data from your load file.
- Import the data into Relativity.
- Create additional coding fields for documents.
- Create a new layout where users may view and complete their tasks.
- Simulate a document review and generate a summary report detailing how documents have been coded.
- Create a document view to allow second-level reviewers to see documents marked with a coding value of Unsure to drive workflow, and documents marked Responsive to drive reporting.
- Create a field view where the review team can see the required workspace fields and edit a system view to provide additional information on related family documents.
- Perform a mass operation to image a group of documents.
- Create a markup set to apply annotations, redactions, and persistent word highlighting to documents.
- Create, run, and export a production set containing responsive workspace documents.
- Prepare the workspace for a review team to access documents, as well as grant them security permissions to certain workspace documents, views, and layouts.
- Explore advanced workflow options and assign selected documents to appropriate users.
- Create in-depth searches in preparation for deposition and folder the results.
- Perform a data overlay and set up a relational field in order to identify duplicate documents.
- Load the deposition transcripts and provide a place where the team can link exhibits and mark sections as Hot.

4 Logging In and System Modes

Relativity is a Web-based application, making it possible for all administrative and review tasks to be done online. The only exception to this is importing and exporting data, which is done through the Relativity Desktop Client (a locally-installed application).

The exercise below outlines the logging in process. The exercises in this guide should be performed as a System Administrator in Relativity

→ Exercise: Logging In

1. Browse to Relativity.
2. Enter your **E-mail Address.**
3. Enter your **Password.** Click **Log In**.

Login screen

Exercise completed

By default, user license login information may not be used on two separate machines at the same time.

However, this setting can be deactivated for law firm clients only. Contact kCura Support for more information: support@kcura.com.

4.1 Mode Menu

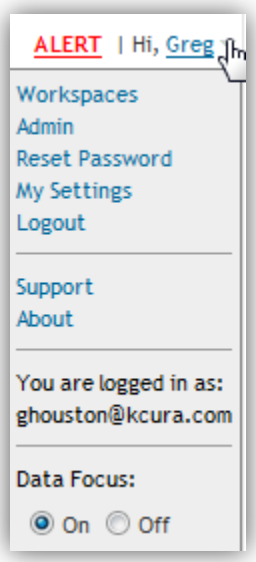
When you log in, Relativity is in Workspace Mode by default. This mode provides a list of workspaces you have permission to view. Depending on your permissions, you may also have access to Admin Mode.

Admin Mode is only accessible by system administrators. Systems Administrators are special users with rights to everything in the system. From Admin mode, they can manage pre-workspace Relativity objects, such as clients, matters, users and groups.

From Settings Mode you may edit user-specific information and password.

Non-system administrators may be given administrative rights to an individual workspace, but will still need a system administrator to manage pre-workspace objects.

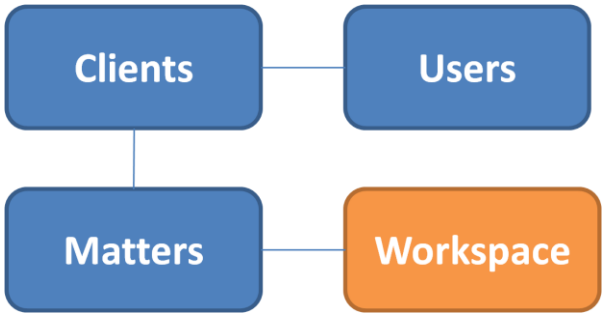
A drop down menu can be found in the upper right-hand corner which becomes available upon clicking your name. These links allow you to browse between modes.



Workspace Mode

5 Clients

Clients are companies or organizations. In Relativity, clients are linked with associated users and matters.



Relativity Objects

For more information about adding and editing clients, see the Relativity Admin Manual Section on Clients.

5.1 Scenario

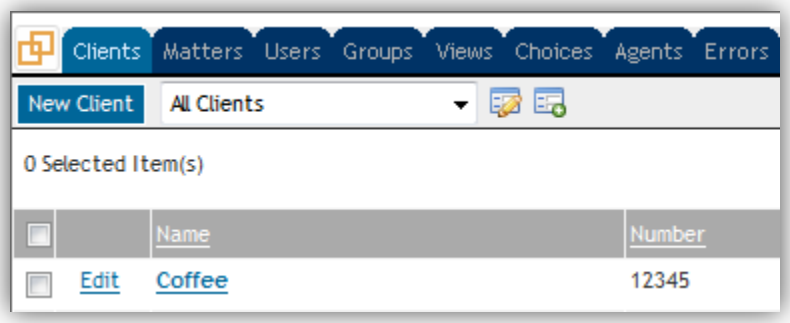
A new client has joined the firm, Acme Corporation, who is being sued.

As the firm's administrator, you will create a new client in Relativity, assigning a name, number and status.

5.1.1 Adding a New Client

→ Exercise: Adding a New Client

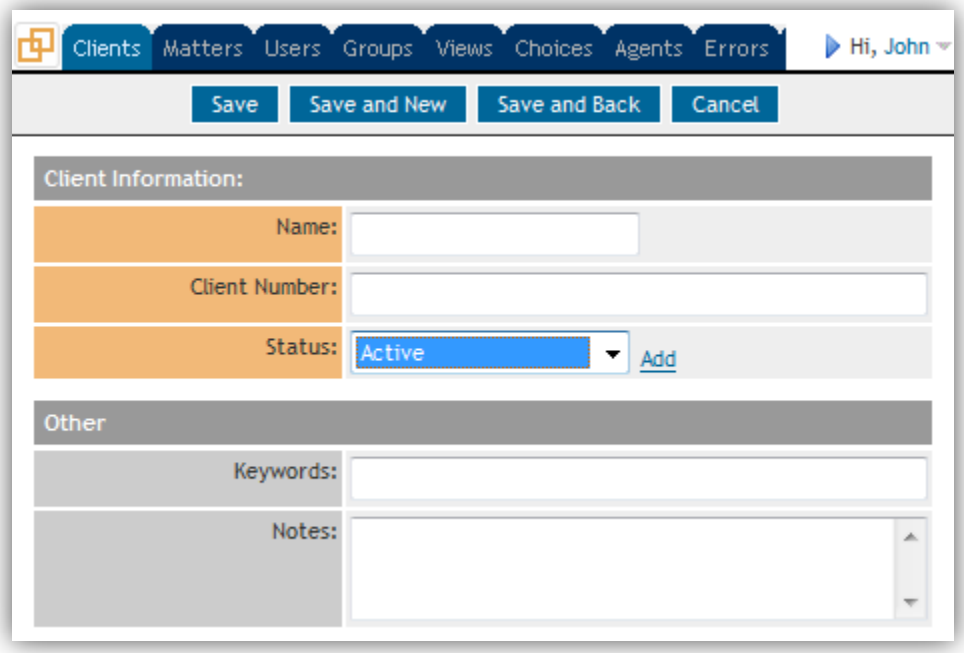
1. Select the **Admin Mode** link.
2. Select the **Clients** tab.
3. Click the **New Client** button.



New Client Button

4. The New Client form opens, with required fields highlighted in orange and optional fields in gray. Enter the **Name** <*type: **your initials*** **Acme Corp**> (e.g., ABC Acme Corp.)

5. Enter the **Client Number**, which may be any numbering convention you choose.
6. From the Status drop-down, select **Active.**



New Client form

7. Click **Save**.

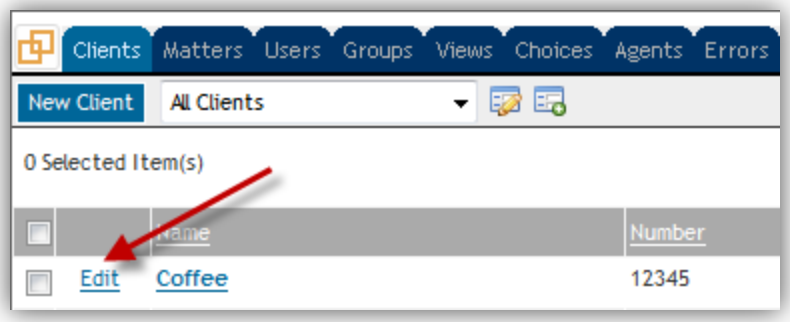
Exercise Completed

5.1.2 Editing Client Information

As an administrator, you are able to edit information fields associated with new clients.

→ Exercise: Editing Client Information

1. Select the **Clients** tab.
2. Filter to your Acme client and click the **Edit** link.



Edit Clients

3. Note the fields available for editing. Click **Cancel.**

Exercise completed

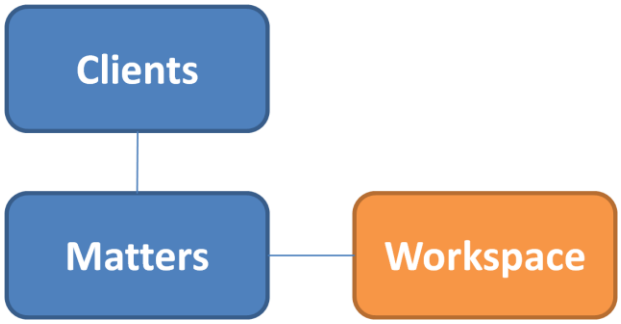
5.2 Special Considerations

Consider the following points when dealing with new clients:

- If you are a law firm or Premium Hosting client, talk with your team about the organization of your Relativity environment. Establishing a consistent structure and naming convention will make billing Relativity workspaces much easier. Enter names and client numbers accordingly.
- A client's status may be used to drive which items appear on client lists elsewhere in the application. Refer to the Relativity Admin Manual: Admin Mode Details for more information.
- A client's status does not impact what a user associated with that client might see in Relativity.
- Relativity offers optional fields for keywords and notes where extra information about the client may be recorded (e.g., address and contact information). This may also help your billing process.
- For your convenience, the Client Details form displays hyperlinked lists of users and matters associated with that client.

6 Matters

Matters are used to define the different groups of workspaces or disputes that a firm may be involved with for a client. Within Relativity, a matter may be associated with one or more workspaces. These may be added and edited in Admin Mode.



Relativity Objects

For more information about adding and editing matters, see the Relativity Admin Manual, Section on Matters.

6.1 Scenario

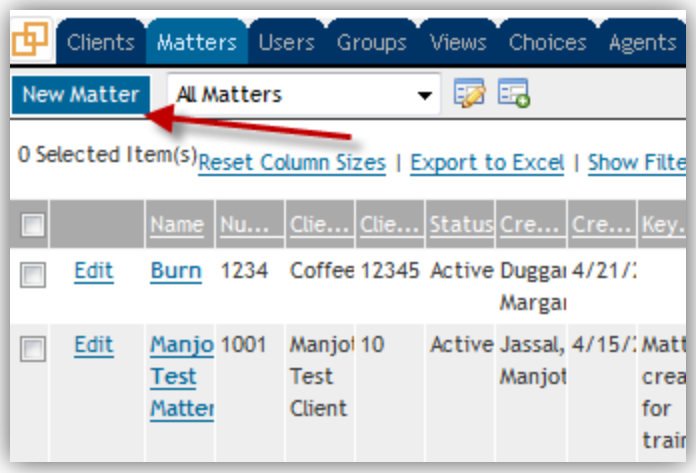
Your firm's new client, Acme Corporation, is being sued. To represent this event in the system and keep your Relativity environment organized, you must add a new matter pertaining to the suit.

Create a new matter and assign a name, number and status value. Once completed, associate the new matter to your Acme client.

6.1.1 Adding a New Matter

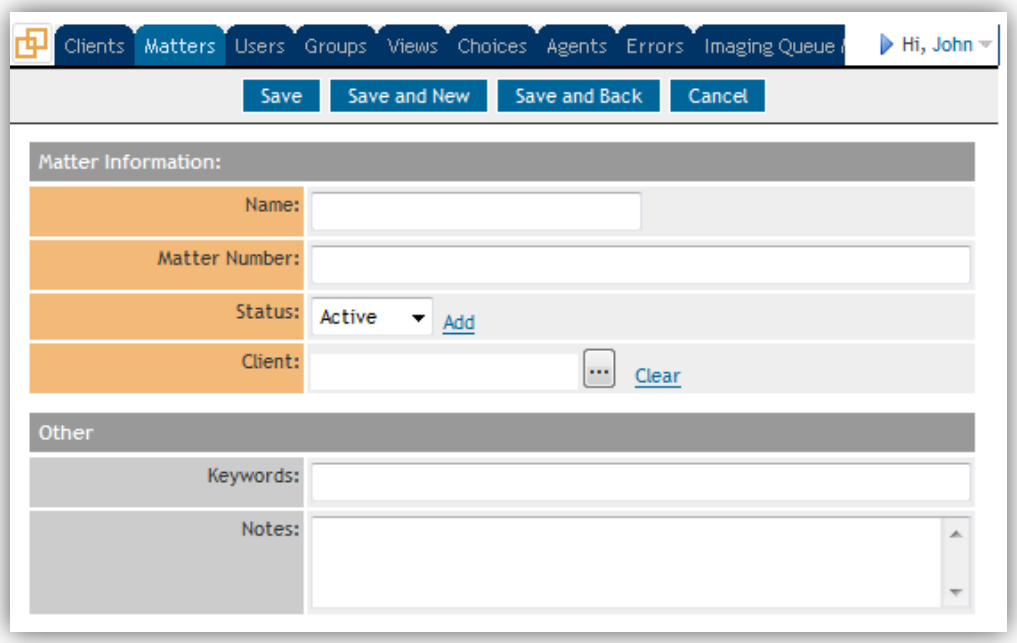
→ Exercise: Adding a New Matter

1. Select the **Matters** tab.
2. Click the **New Matter** button.



New Matter button

3. Enter the Matter Information as follows:
   - Name: <*type: **your initials**-* **Matter**>.
   - Matter Number: convention of your choice
   - Status: **Active**
   - Client: Ellipsis button **(…)** | **Acme Corp.** | **OK.**



New Matter form

4. Click **Save**.

Exercise completed

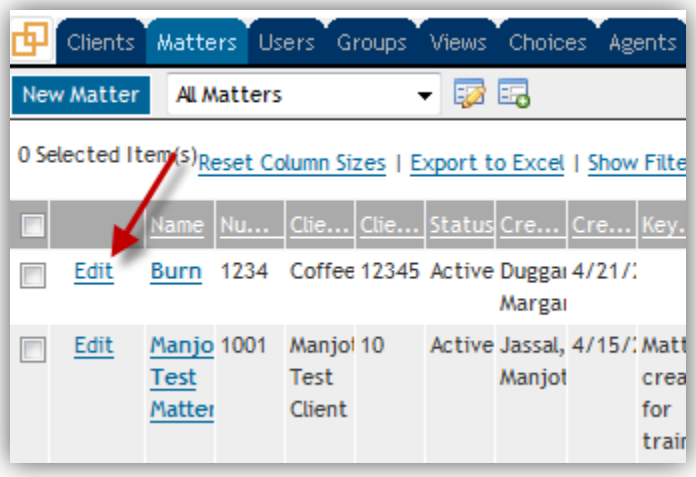
Click the **Client** hyperlink in the Matter Details form to navigate to the Client Details form.

6.1.2 Editing a New Matter

Information related to a matter is edited in Admin Mode. The exercise below will familiarize you with this process.

→ Exercise: Editing Matter Information

1. Select the **Matters** tab.
2. Filter to your matter and click the **Edit** link.



Edit Matters

3. Note the information you may edit as needed. Click **Save and Back**.

Exercise completed

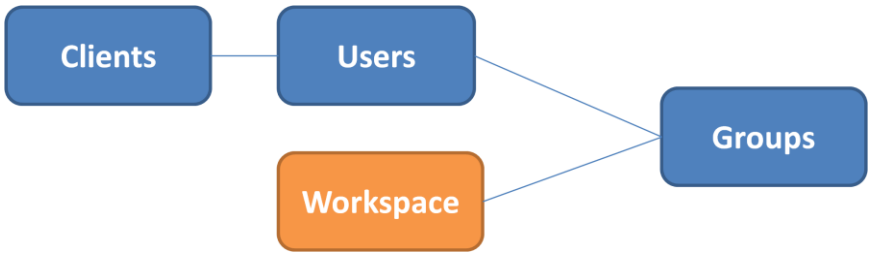
6.2 Special Considerations

Consider the following points when dealing with matters:

- If you are a law firm or Premium Hosting client, talk with your team about organizing your Relativity environment. Establishing a consistent structure and naming convention can make billing Relativity workspaces much easier. Enter names and matter numbers accordingly.
- A matter's status may be used to drive which matters appear on drop-down lists elsewhere in the application. Refer to Admin Mode Details in the Relativity Admin Manual for more information.
- Relativity offers optional fields for keywords and notes where extra information about the matter may be recorded.
- For your convenience, the matter details form displays the associated client name with a hyperlink. Clicking this hyperlink will take you to that client's details page.

7 Users

Users are individuals who have access to the Relativity environment. You may add or edit users in Admin Mode.



Relativity Objects

For more information about adding and editing users, see the Relativity Admin Manual Section on Users.

7.1 Scenario

A new attorney at your firm is responsible for reviewing documents related to the new matter. To grant access to the system, you must first create a user account.

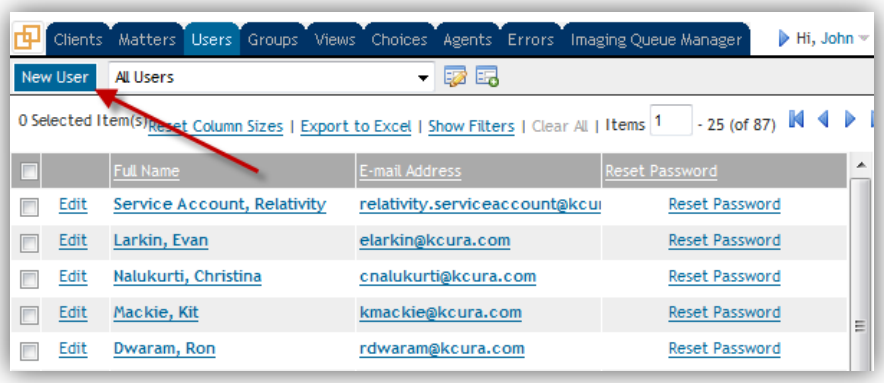
Create a new user and assign a name, e-mail address and status. When completed, associate to your Acme client. You will also assign your new user a password.

7.1.1 Adding a New User and Setting a Password

While it is only necessary for a user to have a Relativity account and password to log into Relativity, that user must be associated with a group where security permissions are defined to view a workspace and its documents. Thus, a user cannot perform any actions inside Relativity until security permissions have been assigned.

→ Exercise: Adding a New User and Setting a Password

1. Select the **Users** tab.
2. Click the **New User** button.



New User button

3. Enter the User Information as follows:
   - First Name: *<type: **your initials**>*
   - Last Name: *<type:* **User***>*
   - E-mail Address: *<type: **your initials**-**user@workbook.com**>*
   - Type: **Active**
   - Client: Ellipsis button **(…)** | **Acme Corp.** | **OK.**
   - Relativity Access: **Enabled**
   - Advanced Search Default: **Public**

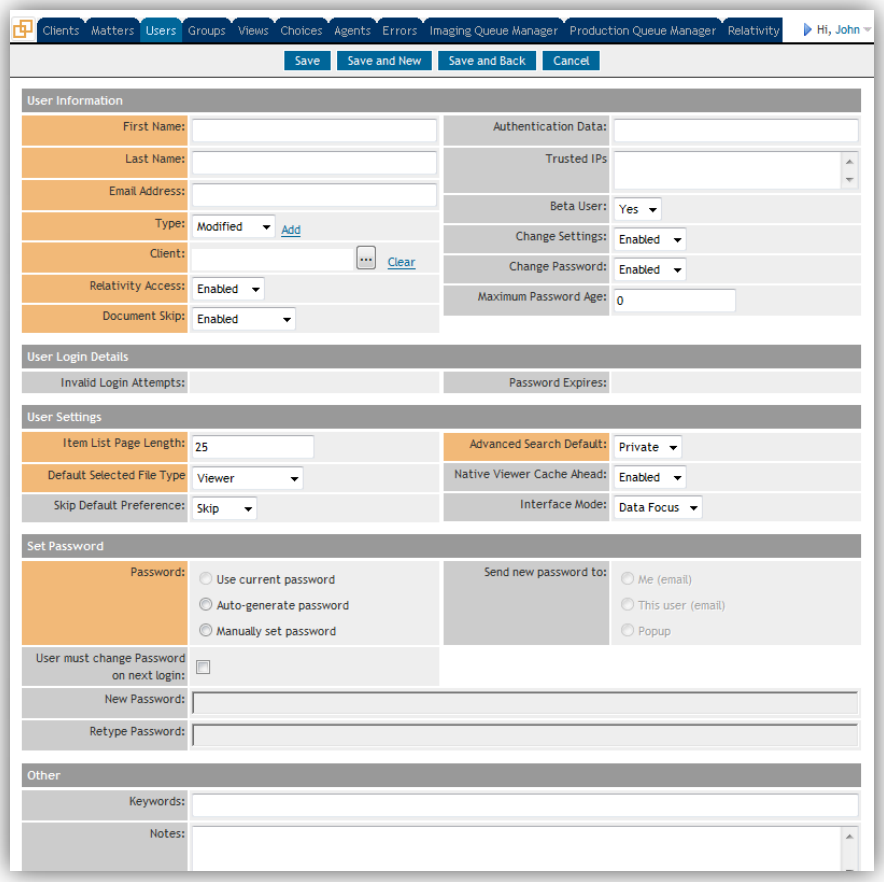
Advanced Search Default drives the user's default search owner value. The property's default value (the option set by default when creating a new user) is configurable on a system level. Refer to the Relativity Configuration Table for more details.

- Password: **Manually set password** *<type:* **Password1!***>* in the New Password and Retype Password fields.

Relativity passwords must be at least 8 characters and contain at least one of each of the following.

1 upper case character
1 lower case character
1 number and
1 non alphanumeric symbol

- Leave the default values in the remaining fields.



New User form

If selected, the user property, Native Viewer Cache Ahead will pre-load the next native document in the review queue once the active document is loaded.

4. Click **Save**.

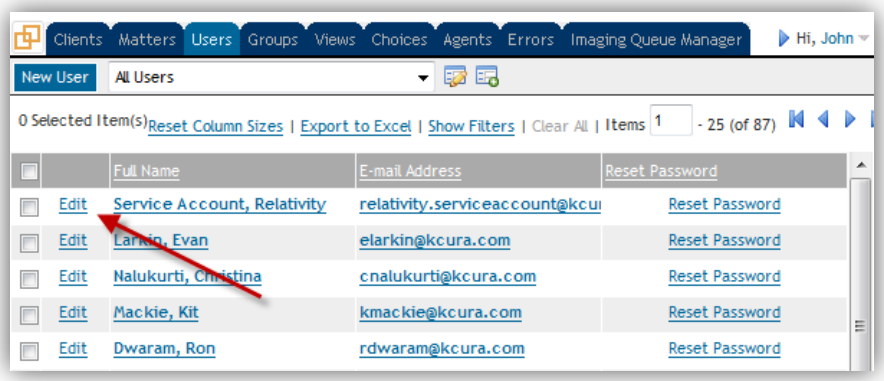
Exercise completed

7.1.2 Editing User Information

At any time, user information may be edited in Admin Mode.

→ Exercise: Editing User Information

1. Select the **Users** tab.
2. Find the user you wish to modify and click the **Edit** link.



Edit users

3. Note the fields available for editing. Click **Cancel**.

Exercise completed

In addition to editing, the User Details form is used to view, add, and remove users' groups.

7.2 Special Considerations

Consider the following points when dealing with users:

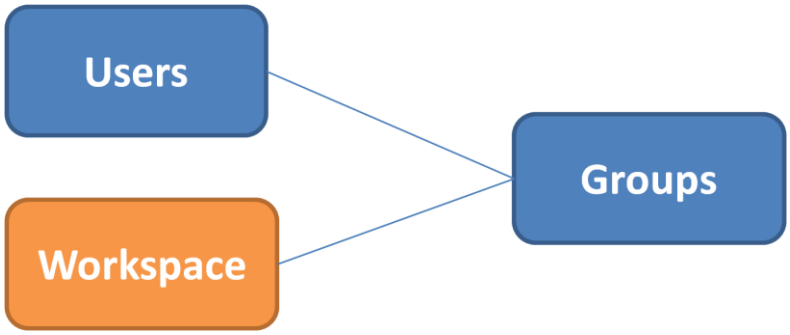
- Within user tables and audit fields, users are referenced by last and first names. Make sure to enter this information correctly.
- While two users in Relativity may not have the same e-mail address, they may have the same first and last name. In this case, make sure to add a character to differentiate the two in the system (e.g., middle initial).
- Relativity requires strong passwords. Using the auto-generated password feature ensures the password is eight characters in length, contains one upper-case, one lower-case, one number and one non alpha-numeric character.

- To limit where a user may login, (e.g., from the work server only), use the Trusted IPs address filter. Refer to the Relativity Admin Manual Section on Users.
- Relativity may be configured to allow only a certain number of incorrect login attempts before a user is locked out. To allow the user access after a lockout, their password must be reset.
- Use Authentication Data to link a Relativity user with Microsoft Windows Active Directory user or an RSA two-factor authentication user. It is also possible to bind Relativity with a secure client-side certificate.
- The User Type field is used for reference or billing purposes only, and has no impact on the system view.
- Use the user keyword and notes fields to record any additional information about the user (e.g., phone number, title, address, etc.)
- Relativity Access is a property that grants users access and counts them as a named Relativity user towards a license. If Relativity Access is disabled, users will not be able to log into Relativity. While inactive their seats will not be billed.
- When adding multiple users, take advantage of the Save and Next button. For security purposes, users are not able to share logins.
- A single user may have multiple sessions running on the same computer, however, logging into multiple computers is prohibited, and the first logged in session will be terminated.

Multiple login prohibition settings may be deactivated for law firm clients only. Contact kCura Support for more information: support@kcura.com.

8 Groups

Relativity users are organized and added to workspaces using groups. For each workspace, user permissions are set at a group level.



Relativity Objects

A user may be a member of many different groups. As a Relativity Administrator, you will assign groups to workspaces.

Users may not be added directly to workspaces. Users must be added to a group - the group is then added to the workspace.

For more information about groups see the Relativity Admin Manual Section on Groups.

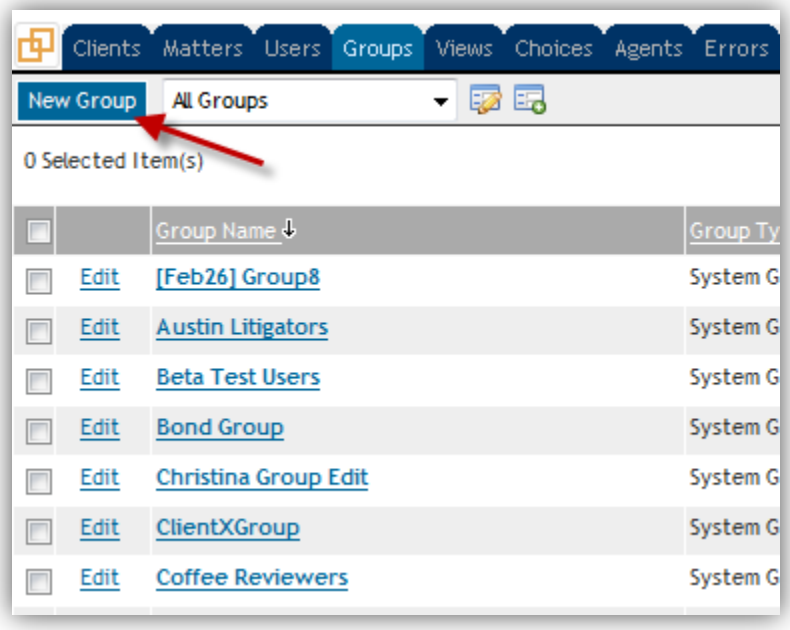
8.1 Scenario

In the previous section, you added a new user to Relativity. Since a user's workspace access is defined through group membership, you will create a new group and make your user a member. Note that adding a user to a group is an environment-wide, rather than workspace-level, task.

8.1.1 Adding a New Group

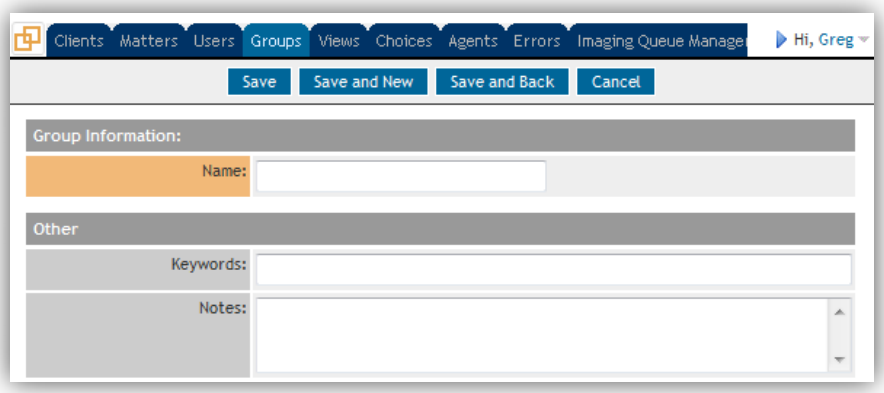
→ Exercise: Adding a New Group

1. Select the **Groups** tab.
2. Click the **New Group** button.



New Group button

3. Enter the Group Name <*type: **your initials** -**Group***>.



New Group form

4. Click **Save**.

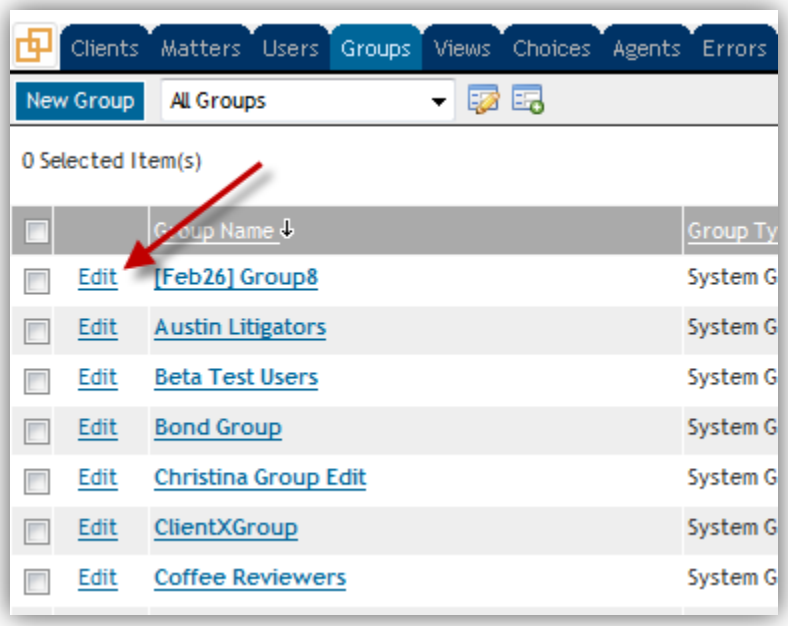
Exercise completed

8.1.2 Editing a Group

Group information may be edited in Admin Mode.

→ Exercise: Editing Group Information

1. Select the **Groups** tab.
2. Click the **Edit** link.



Edit Groups

3. Note the fields available for editing. Click **Cancel**.

Exercise completed

8.1.3 Adding/Removing Users from a Group

After creating a group, users may be added and removed as needed. There are two different ways to add users to groups:

- On the Group Details page, click the **Add** button.

  –or–

- On the User Details page, click the **Add** button.

For the purposes of this exercise, you will use the User Details form.

→ Exercise: Adding a User to a Group

1. Select the **Users** tab.
2. Filter to your created user, then click the **Name** link. The User Information form opens.
3. Scroll down to the Groups section and click the **Add** button.
4. The Select Groups dialog box opens. Select your created group and click **OK**.
5. Select the **Groups** tab.
6. Click the **Name** link of your created group. Verify the new group member has been added under Users.

Exercise completed

To remove a user from a group, follow the same procedure and click **Remove** rather than **Add**. You may also view associated workspaces on the Group Details page.

8.2 Special Considerations

Consider the following points when dealing with groups:

- Although security in Relativity is group-based, it is important to note that group permissions are not assigned automatically when a group is created. This process is completed when a group is added to a workspace.
- A group may be assigned to several different workspaces with permissions that vary per workspace. For instance, a group may

be allowed to print in one workspace, but not in another. Or, the group may be able to edit documents in one workspace, but only view them in another.

  - Be as descriptive as possible when naming a group based on its organization and rights in the system. For example: Group 1 = bad
  - Power Users = better
  - Acme Corp Power Users = best

- Use the keywords or notes section to record additional group information (e.g., group's role in the environment, main contact, etc.)
- Users may be members of multiple groups, even those assigned to one workspace. In this workspace, users will retain the highest level of permissions if there are conflicts across groups.
- There are three default system group settings:
  - **Everyone:** All users are members of the Everyone group. This group is only available in Admin mode. Within the Administration section, you can now easily manage the permissions all users have on System level Views and Scripts.
  - **System Administrators:** users with rights to see every item within a Relativity environment. Administrators have access to Admin mode, which allows them to create and edit new clients, matters, users, groups and views, among other permissions.
  - **Relativity Script Administrators** are part of a singular group that has permissions to preview, edit, and create scripts. Before a user can belong to this group, they must be granted Relativity Administrator permissions, and then added as a Relativity Script Administrator. Relativity Administrators are not automatically members of this group. The table below illustrates the permissions for System Administrators, Script Administrators, and standard users.

The table below represents the script permissions allowed for each group.

			Locked Script		Unlocked Script			
	View	Run	Edit	Preview	Edit	Preview	Write	Link
Script Admin	✓	✓		✓	✓	✓	✓	✓
System Admin	✓	✓						✓

			Locked Script		Unlocked Script			
	View	Run	Edit	Preview	Edit	Preview	Write	Link
Standard User	✓*	✓*						✓**

* With view rights

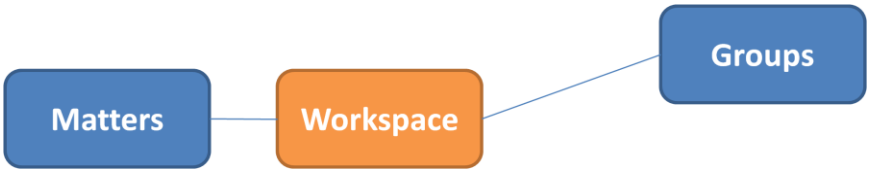
** With add rights

Regardless of permissions, System Administrators will not be able to edit locked scripts.

Refer to the Relativity Admin Manual Sections on Scripts for more information.

9 Workspaces

Workspaces are repositories used to store, display, search, organize, and categorize documents. You can add new workspaces while in Workspace Mode.



Relativity Objects

For more information about workspaces, see the Relativity Admin Manual Section on Workspaces.

9.1 Scenario

Before looking at the scenario, consider the following Relativity objects you've created so far:

- A new client named **<*your initials*> Acme Corp.**
- A new matter associated with your client, named **<*your initials*> Matter**

- A new user named <**(First Name) <*your initials*> (Last Name) User**> and a password
- A new group named ***<your initials>* Group**

In addition to creating these objects, you have familiarized yourself with the processes of editing information, and adding/removing users from a group.

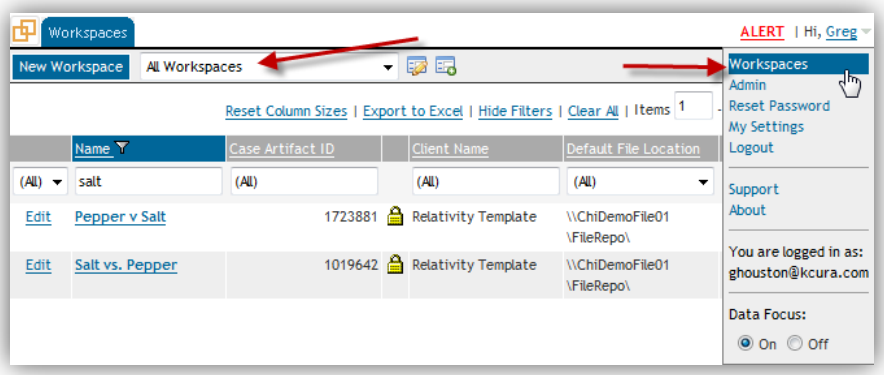
Scenario:

The firm has collected a broad range of documents from the client, and has sent them to a vendor to be processed into a Relativity-compatible format. Before importing data, you must create a new workspace in which to store documents.

9.1.1 Adding a New Workspace

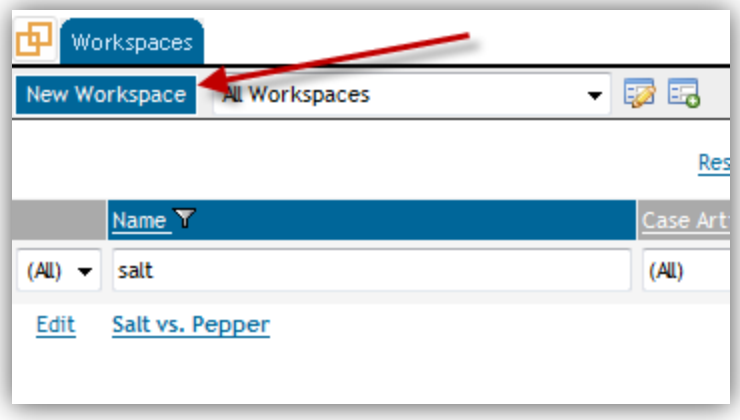
→ Exercise: Adding a New Workspace

1. Click the **Workspaces** link in the Mode bar.



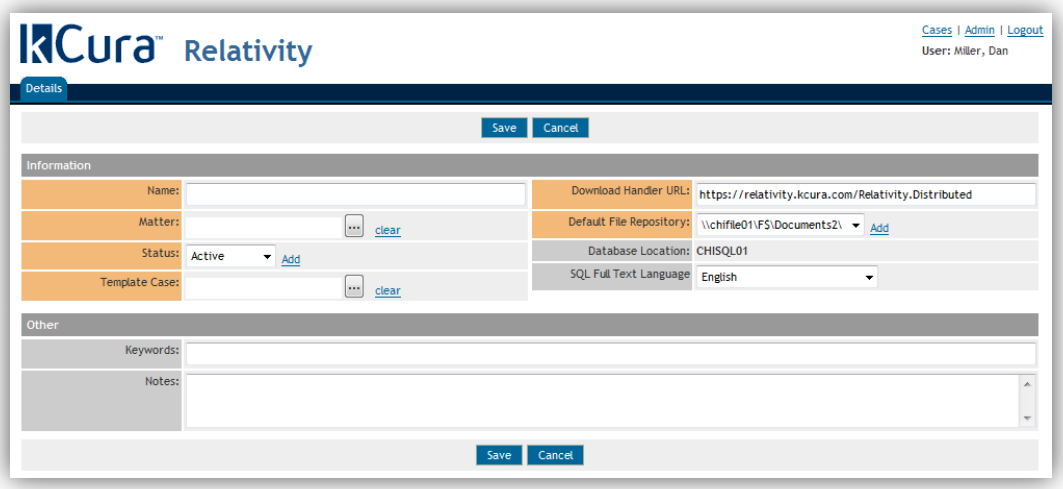
Workspace Mode

2. A list of workspaces appears. As an administrator, you have access to all workspaces in Relativity. Click the **New Workspace** button.



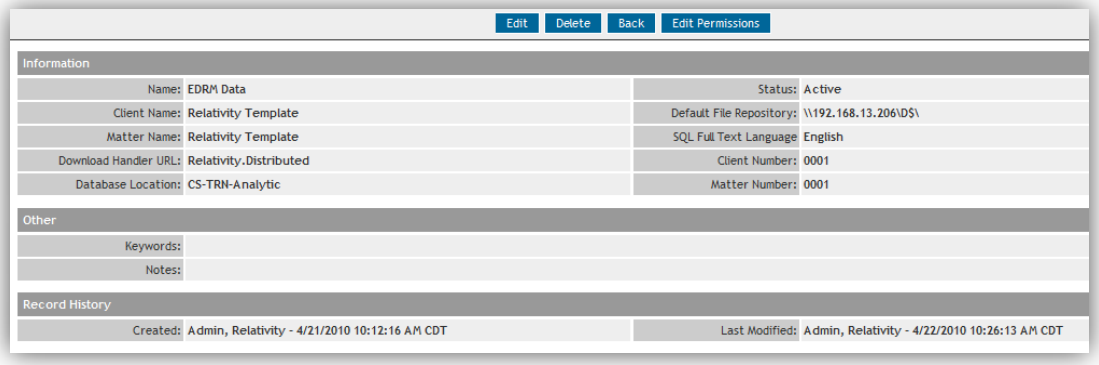
New Workspace button

3. Enter the Workspace Information as follows:
   - Name: <*type: **your initials- date-** **Workspace***>.
   - Matter: Ellipsis button **(…)** | ***<your matter>*** | **OK**.
   - Status: **Active**
   - Template Workspace: Ellipsis button **(…)** | **New Case Template** | **OK.**
   - Leave the default values in the remaining fields.



New Workspace form

4. Click **Save**.
5. The workspace list appears. Find your workspace and click on its name.
6. Click on the **Workspace Details** tab. You have the options of Edit, Delete, Back and Edit Permissions. Additional tabs are automatically created based on your workspace template.



Workspaces Details tab

Exercise completed

The New Workspace button is only accessible to System Administrators.

9.2 Special Considerations

Consider the following points when dealing with workspaces:

- Since the rights to folders can be granted or denied, consider keeping all documents as a single Relativity workspace. This will prevent the need to maintain several separate databases for documents (including productions), expert witness testimony, and so on. This allows users' access to be controlled while facilitating further organization.
- When selecting a template workspace, the following items are copied to the new workspace:
    - Groups (and permissions)
    - Summary reports
    - Markup sets
    - Fields
    - Choices
    - Layouts
    - Views
    - Custom tabs
    - Script kits
    - Dynamic objects
    - Saved Searches (this excludes any saved search referencing a dtSearch or Relativity Analytics search index)

- Since groups and permissions are added to a workspace based on the template, double-check group permissions after adding a new workspace.
- SQL Full Text Index language does not specify which characters will be indexed; rather, it indexes all characters in all languages. Your selection is the language that SQL will use to optimize its index. Each language has its own rules for stemming and word-breaking, and SQL can account for these differences. If you are using multiple languages, choose the one with the most complex stemming and word-breaking rules. For instance, if your workspace includes primarily Chinese, but some English language documents, select Chinese.
- Use the keywords or notes section to record additional information related to the workspace.

10 Installing Relativity Client-Side Programs

Before relevant documents can be imported into your workspace and viewed, you must install the Relativity Viewer and Relativity Desktop Client.

You must have administrative rights on the client machine in order to perform installations.

10.1 Scenario

Now that you have created your workspace, you are ready to populate the workspace with documents to be viewed and marked up by authorized users. Beforehand, you must install the Relativity Viewer and Relativity Desktop Client.

Now follow this exercise to download the training files you will eventually import into your Relativity environment:

→ Exercise: Download Relativity Training Files

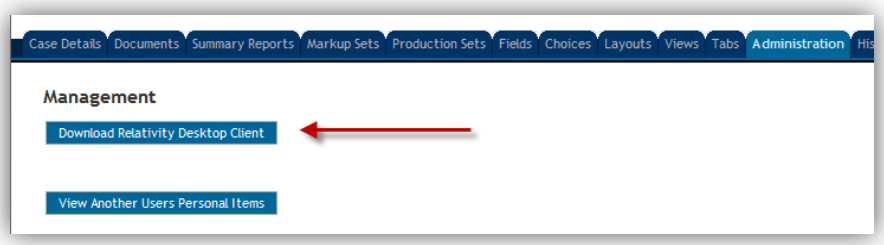
1. Go to http://drop.io/relativitytrainingfiles6
2. Click on **RelativityTraining.rar**
3. Select **[Download]**
4. Enter the verification prompt
5. Click **Save**.

Exercise completed

Once you have installed the viewer and downloaded your training files, download the Relativity Desktop Client so that you can import and export documents.

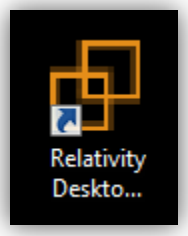
→ Exercise: Installing the Relativity Desktop Client

1. Open your workspace.
2. Select the **Administration** tab and click the **Download Relativity Desktop Client** button.



Relativity Desktop Client button

3. Run the downloaded file. When prompted to install, select **Everyone**.
4. Click **Next**.
5. When the installation is complete, the Relativity Desktop Client shortcut appears on your desktop.



Desktop Client shortcut

Exercise completed

10.2 Special Considerations

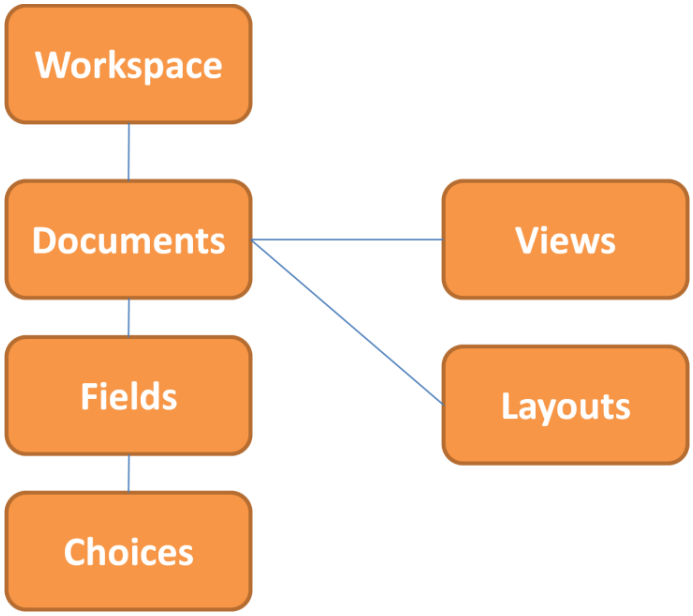
Consider the following points when dealing with installations:

- When installing Relativity client-side software, installation rights are needed on your client machine.
- Relativity offers an extension called Import API that imports processed data into a workspace without using the desktop client or a load file; for more information on this tool, please see the Relativity –Import API manual.

- The installation of Relativity's client-side software includes two required prerequisites:
    - Microsoft .NET Framework 3.5 SP1
    - Microsoft C++ 2005 Redistributable
- Relativity should be added as a Trusted Site within Microsoft Internet Explorer. For more information, see the Workstation Configuration Manual.
- Viewer issues are the most common Relativity-related support request. Most viewer issues can be resolved by performing three tasks:
    - Manually uninstalling and reinstalling the Relativity Web client (Viewer)
    - Adding Relativity as a Trusted Site
    - Clearing the Internet Explorer Cache

11 Fields (Metadata)

Fields are used to store document metadata and may also be used as coding fields to store user decisions. In this section, you will create metadata fields.



Relativity Objects

For more information about fields, see the Relativity Admin Manual.

11.1 Scenario

At this point in the scenario, you have created your workspace and installed the Relativity client-side tools.

The data collected from your client has been processed. Processing has extracted the files' metadata and full text to create a document-level load file and a .dat file. You will use these to load your documents into Relativity.

The files have been uploaded by the vendor:

http://drop.io/relativitytrainingfiles6

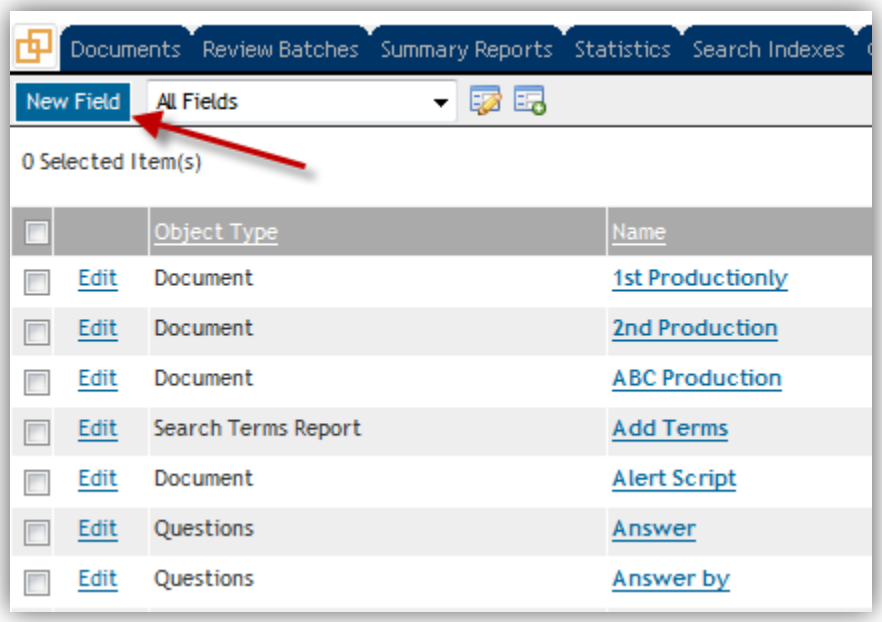
Before importing your data, you must create metadata fields where the data will be stored. These fields are based on the data in the load file.

11.1.1 Adding Fields

The New Field form is used to create and customize workspace fields by choosing from different criteria categories.

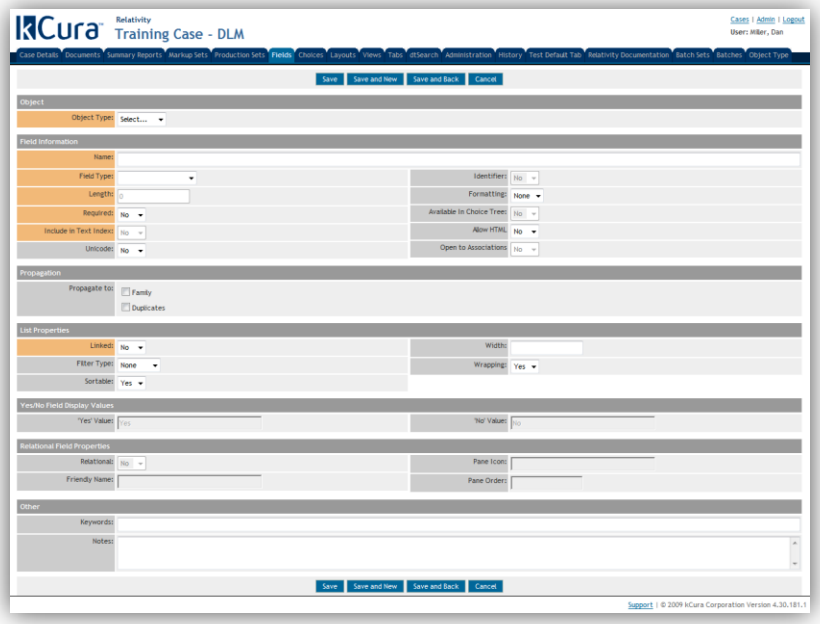
→ Exercise: Adding Fields

1. Open your workspace.
2. Select the **Fields** tab.
3. Click the **New Field** button.



New Field button

4. Add an **Author** field as follows:
   - Object Type: **Document**
   - Name: **Author**
   - Field Type: **Fixed-Length Text**
   - Length: **320**



New Field form

5. Click **Save and New**.
6. Create the following additional fields by repeating Steps 4 and 5. Leave the default values unless specified below. After creating the last field, click **Save**.

- **To** - Field Type: Long Text
- **CC** - Field Type: Long Text
- **BCC** -Field Type: Long Text
- **Subject** - Field Type: Fixed-Length Text (255)
- **Date Sent** - Field Type: Date
- **Custodian** - Field Type: Single-Choice List
- **Date Received** – Date
- **Email Subject** – Fixed-Length Text (255)
- **Filename** – Fixed-Length Text (255)
- **Filetype** – Fixed Length Text (255)
- **From** – Fixed Length Text (320)
- **Issue** - Multichoice
- **Issue 2** - Multichoice
- **Parent Date** – Date
- **Source File** – Long Text

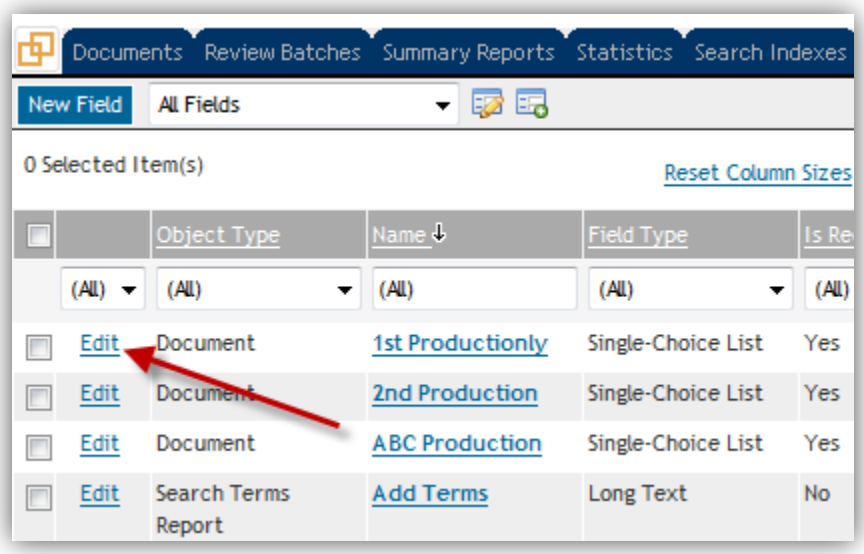
Exercise completed

11.1.2 Editing Fields

Field information may be edited in Admin Mode.

→ Exercise: Editing Field Information

1. Select the **Fields** tab.
2. Click the **Edit** link next to the name of any field.



Edit fields

3. Note the fields available for editing. Click **Cancel.**

Exercise completed

While most field information may be edited, a field's type is static. Once it has been established, it cannot be changed.

12 Importing

You will use the Relativity Desktop Client to import documents into your Relativity workspace.

Relativity is not able to ingest raw, unprocessed data; therefore, we only import processed data. Processing can be done by an internal department or an external processing vendor.

For more information on Importing, see the Relativity Admin Manual Section on Importing. There is also a more detailed description on load files in Appendix B of this document.

12.1 Scenario

Before moving on to the next scenario, take a look at what you've done so far:

- Added a new client to Relativity
- Created a new matter associated with your client
- Added a new user and set their Relativity password
- Created a new group and added a user
- Created a new workspace in which to store, display, search, organize, and categorize workspace documents
- Installed the Relativity Viewer and Relativity Desktop Client to enable you to import workspace-related data
- Added metadata fields to your workspace that correspond with fields in your load file
- Familiarized yourself with the procedures of editing information related to newly created objects

Scenario:

In the previous section, you reviewed the load file provided by your processing vendor and created workspace fields to store the new documents' metadata.

You will now configure the Relativity Desktop Client to work with your load file. You will establish the correct settings to load the data from the file into the appropriate workspace fields. Afterward, you will perform a quality check to ensure that it was imported correctly and run a tally on the custodian field.

Often when a case is initiated after documents are collected they remain in limbo. The attorneys sometimes start a process back and forth filing documents with the court trying to make the case go away. Sometimes a settlement might be reached or the case might be dismissed. The problem is in an effort to reduce costs, attorneys and clients don't want to bring other staff into the picture till all other avenues have been explored and there is some certainty the case will proceed. By the time the case must proceed and approval has been made to pay for document review, production deadlines might be around the corner and attorneys are very anxious to begin the review.

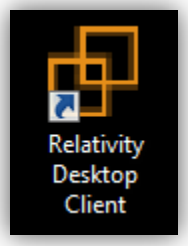
Importing and making data available can be a stressful part of the case process. Occasionally data isn't properly formatted and yet often there are short timelines for beginning the review. The following exercises will guide you through some issues associated with loading new data.

12.1.1 Launching the Relativity Desktop Client

In order to import the load file, you must first launch the Relativity Desktop Client.

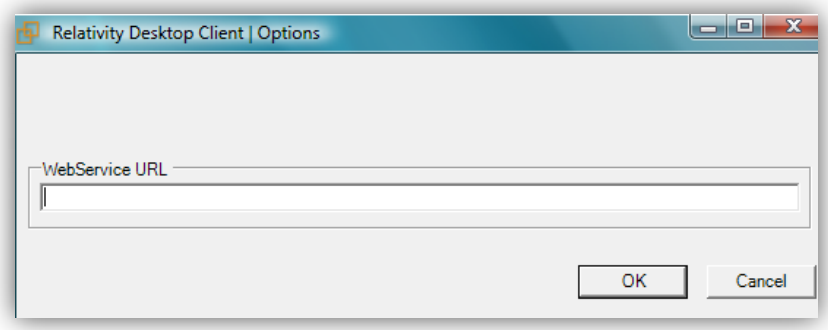
→ Exercise: Launching the Relativity Desktop Client

1. Double-click the **Relativity Desktop Client** icon.



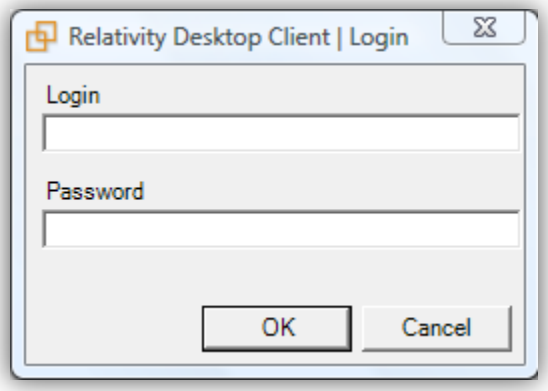
Desktop Client shortcut

2. Enter the appropriate **Web Service URL:**
   e.g. http://YOUR RELATIVITY WEBSERVERADDRESS/relativitywebapi
   If the desktop client has previously been installed on this machine you might need to go to the Options menu to access the WebService URL and edit this information.



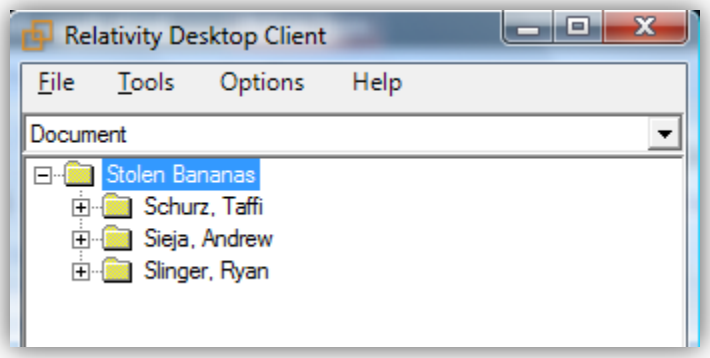
Options box

3. The Relativity Desktop Client launches a login box. Enter your **Login** and **Password**. These are the same credentials you use to login to Relativity.



Login box

4. After logging in, you are presented with all the workspaces that you have permissions to see. Above the workspace list is a filter bar that will narrow the list.
5. The text filter has a wildcard on both ends. Find and select your workspace, then click **OK.**
6. If connected properly Relativity Desktop Client opens to your workspace. The Desktop client opens with the same folder structure as the Relativity Browser. You can right click to create new folders or right click a folder to import or export directly to that folder.



Relativity Desktop Client

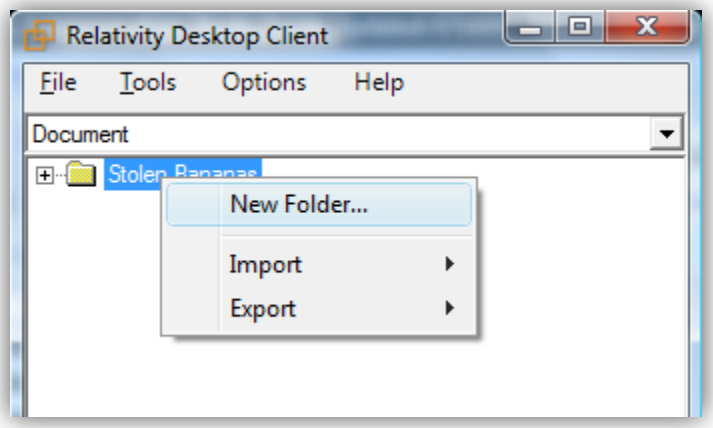
Exercise completed

Under Options, the **Check Connectivity** option assists in troubleshooting any network and system configuration errors.

→ Exercise: Load File Configuration and Import

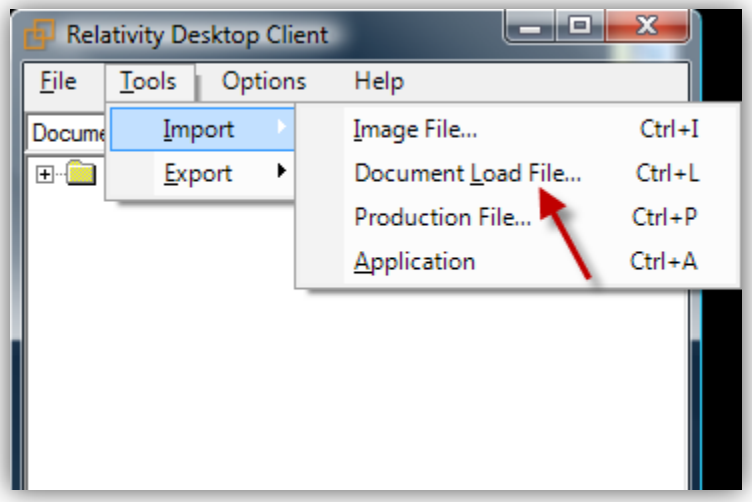
1. Create a secure area where data may be loaded and checked for errors. In the Relativity Desktop Client, right-click the **root folder**.
2. Select **New Folder**, enter the folder name **~adminstaging**, and then click **OK**.

Creating and later securing an ~adminstaging folder allows you to load your data into a secure area where you can run quality control checks before pushing the data live.



Add New folder

3. Right-click the **~adminstaging** folder, select Tools | **Import** | **Document Load File.**



Import Load File

4. The Import Load File dialog box opens. For the first load we will use a saved load setup**. Select File | Load Field Map**.
5. Select the **Basic Load.kwe** file to setup your fields for loading.
6. This will ask you for a load file. Select the **BasicLoad.dat** load file from the provided sample data, and then click **Open.** This will setup all the fields
7. Select **Import menu|Import File**.
8. All data should have loaded without errors.
9. Close this progress window and go to the Relativity Web Browser to look at your new records. There should be 1,000 loaded documents.

Exercise Complete.

Exercise: Advanced Load file Techniques

The following load file will be loaded manually and has some errors in the load file. You Appendix B of this document to understand how a document load file is used and what might be wrong if there are errors.

1. Choose the load file. Select **AdvancedLoad.dat**.
2. You will notice the delimiters for the file are different.

In the File Column Headers display, the field shown in this box is not presented in a list format, but rather, as a single line.

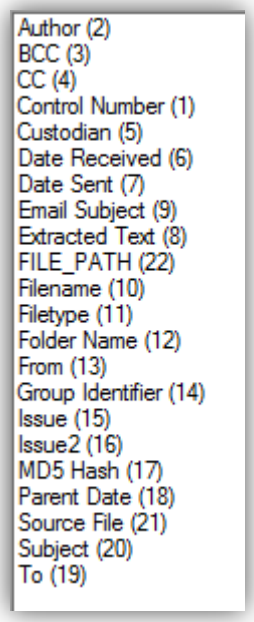
This indicates the delimiters of File Column Headers are incorrectly configured.

When delimiters are correctly configured, all fields will be in vertically, in a list.

10. In the Character section, change the settings in their corresponding drop-downs to match the following:
    - Column Delimiter: **| {ASCII: 124}** you can type this character using shift and the key above the enter key.
    - Quote: **^ {ASCII: 094}**
    - Newline: Hard Return: leave as default
    - Multi-Value Delimiter: leave as default
    - Nested Value: leave as default

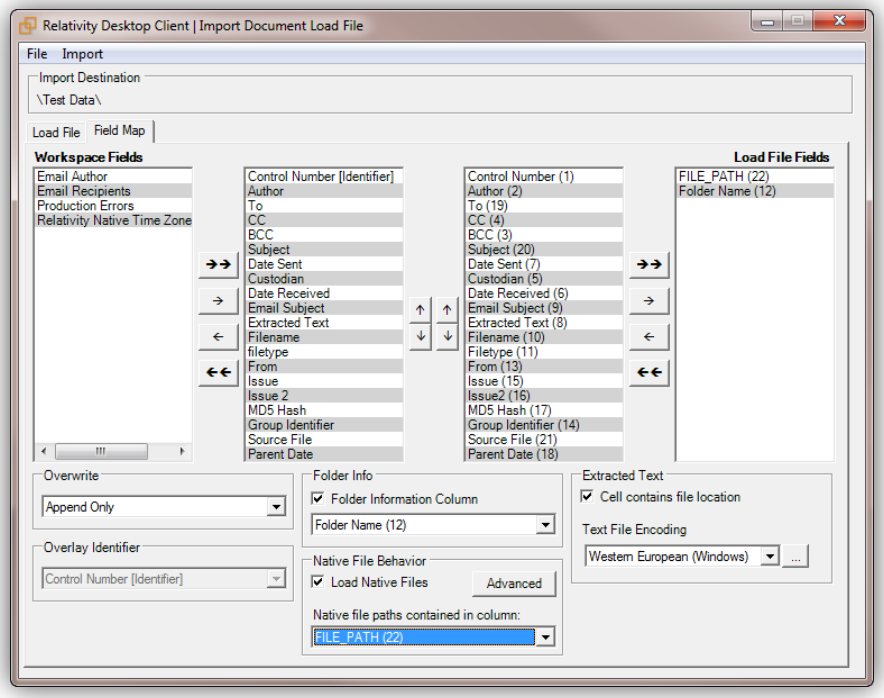
After making the desired changes, the text will appear in a numbered list.

These numbers represent the original position of the field within the file, with (1) being the left-most column, and the highest number (21) being the right-most column.



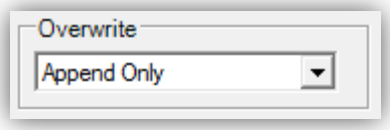
File Column Headers section

11. Now that the Desktop Client has been correctly configured for your load file, select the **Field Map** tab. This tab tells Relativity what to do with the configured load file. Information listed under File Column Headers on the Load File tab is displayed in the File Columns box.
12. Use the four boxes to match the fields. From left to right, the boxes house:
    - **Workspace Fields**, which show all fields in your workspace.
    - Two empty columns, for matching.
    - **File Columns**, which show all fields in your load file.
13. Match all available fields as follows:
    - Under **Workspace Fields,** move all appropriate fields to the left-center matching column. Use the figure below if you need a hint.
    - Under **Load File Fields**, double-click the appropriate fields to match the Workspace Fields you moved to the center. Use the figure below if you need a hint.



Field Map tab

14. In the **Overwrite** drop-down, select **Append Only** to load only the new documents.

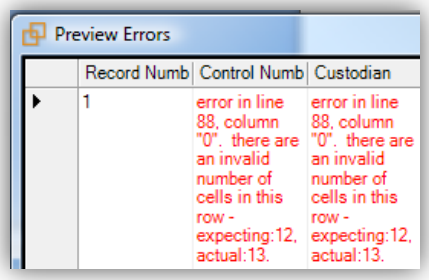


Overwrite options

If the overwrite action encounters an error, the Relativity Desktop Client will display a pop-up notification.

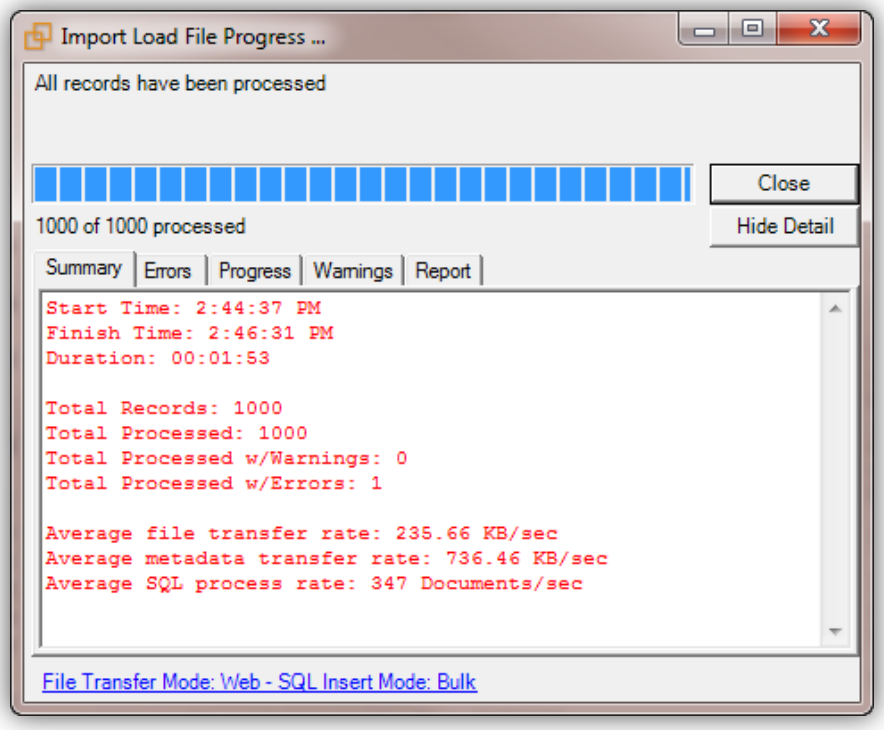
15. In the Folder Info section, select the **Folder information Column** checkbox and **Folder Path** from the drop-down. This contains the document's original folder path, and will be used to build out the Relativity folder structure.

16. In the Native File Behavior section, select the **Load Native Files** checkbox.
17. In the Native File Paths Contained in Column drop-down, select **FILE_PATH**, which contains a relative path to your native files.
18. Select **Import | Preview File…** to preview the file. Note that you can sort the previewed lines by clicking a column header.
19. Notice that for this group the Extracted Text field only contains a path. This is the path to the text file locations. Check the box **Cell Contains File Location**.
20. Select **Import|Preview File** again to see the Extracted Text field contains the full text data.
21. Once you have previewed your file, **Select Import | Preview Errors …** Note that there is an error in your load file. Rather than fixing it now, you will first import the load file into your workspace.



Preview Errors

22. Select **Import | Import File**. The Import Load File Progress window opens, indicating the import status.



Import file box

23. A message box stating that errors have occurred will display and ask if you want to export the error(s). Click **OK**, browse to the directory containing the imported load file, and click **OK** to save the new files.
24. Open the error report file you just exported notice it indicates an extra field and a date issue.
25. Close the error report and open the Error Lines file. Notice the date field says “No Date Present” which is not a valid format. Put a valid date in this field even if it is 00/00/0000. Also notice the line with the extra field. The second column is extra. There shouldn’t be a field between the control number and the author Katrina Chapman.
26. After this is edited you can import the repaired file with the lines containing the error. You should have 2,000 records at this point.
27. In the **Field Map** tab, select **File** | **Save Field Map**. This allows the load settings to be saved for later use.

Imports and exports are audited and logged in the History tab. This audit includes the logging of load file settings and transfer rate.

Exercise completed

The Field Map is saved in WinEDDS native load file (*.kwe) format. The .kwe file may be used whenever you'd like in order to load an identically-formatted load file into your workspace.

12.1.2 Checking Your Load File

Now that your data is loaded into Relativity, you will conduct a quality control check on the load file to make sure that it was imported correctly.

→ Exercise: Checking Your Load File

1. Open Internet Explorer, and ensure you have your workspace open.
2. Select the **Documents** tab, then select the **~adminstaging** folder in the **Folders** tree browser. You should see a number of subfolders in the Folder browser, as well as a list of documents in the document list. The folder structure you see in the browser was built according to the selection you previously created in the Folder Information Column.
3. Look under ARING. Note that this folder has Sent, SentItems, SentMail and sentmail. Let's combine these to one folder.
4. Select SentItems folder.
5. In the **Mass Operations** bar at the bottom of the screen, select **All** | **Move** and click **Go**.
6. The Move Documents window opens. Select the **Sent** folder, and then click **OK** to move the documents.
7. In the **Documents** tab, right-click the extraneous **SentItems** folder then select **Delete**.
8. Do these same steps for the SentMail and sentmail folders.
9. Now that you have identified and corrected the error, you may move your data out of the ~adminstaging folder. Right-click the **root folder** of your workspace, then select **Create**.

10. Right-click on the new folder, select **Rename**, then type **Custodians**.
11. Using drag and drop, move each of the top-level folders from ~adminstaging to the Custodians folder.

Exercise completed

Although you imported all metadata fields in your load file, only the control number is currently displayed to your users. There is only one view, which displays Control Number. There is only one layout, which does the same.

Usually, your workspace will already contain views and layouts that correspond with the metadata you are loading.

However, it is important to note that some information may not be readily accessible to your users, even if it has been loaded in the database.

12.1.3 Installing the Relativity Viewer

→ Exercise: Installing the Relativity Viewer

1. Switch to **Workspace Mode**.
2. Open any workspace and launch a document.
3. This will install the Relativity viewer. Installation should begin automatically. If not, please refer to Workstation Configuration manual.

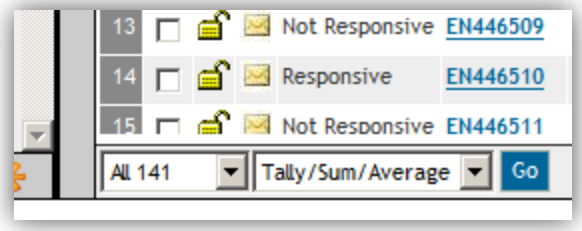
Exercise completed

12.1.4 Tally Documents by Custodian

Now that your data is loaded into Relativity, you will run a tally to find out the breakdown of documents per custodian.

→ Exercise: Custodian Document Tally

1. Select the **Documents** tab.
2. In the **Mass Operations** bar at the bottom of the screen, select **All** then Tally/Sum/Average.
3. Click **Go**.



Mass Operation Tally/Sum/Average

4. The Tally/Sum/Average dialog box opens. Select the **Tally** function, then **Custodian Field.**
5. A count of documents per custodian is displayed.

Exercise completed

12.2 Special Considerations

Consider the following points when dealing with importing:

12.2.1 Load File Configuration and Matching Fields

- Always scroll through your load file by using a text editor to ensure that its delimiters remain the same throughout the file.
- Relativity accepts Unicode characters, so always check with your processing department or vendor to determine whether the load file is Unicode formatted, and if so, what type. You will need to specify this in order for Relativity to correctly import the data.
- Relativity allows native files to be loaded from a file path field. This field can be either an absolute path or a relative path to the native files.
- Load files will often contain Folder Path and File Path sections. The Folder Path shows the folder location of the original file, whereas the File Path shows the original location of the file, including the filename. Be sure you are not selecting the field that contains the folder path AND the filename in the Folder Information Column drop-down list. If you do, Relativity will take this literally and create a folder for every file.
- If you host your own Relativity environment, you may copy any native or text files directly to your server, then import the paths to where those files reside. This is faster than copying the files to the server through the Relativity Desktop Client loading process.
- Extracted text may be loaded from the document-level load file import process in two ways:
    - As individual document-level text files with your load file containing a path to their location

    - As part of your document-level load file, where the actual extracted text is part of the field
- Extracted text may be loaded as part of the page-level import process, with the page-level text file exhibiting the same characteristics as its TIF image.
- An overlay may be applied to any fixed-length text field that has an SQL index. This cannot be accomplished in Relativity. To open a field for an overlay, contact your SQL administrator and request an index for the desired field.
- Relativity only accepts single-page group IV TIFS or single-page JPG images, loaded using an Opticon file. Multi-page TIFs and/or PDFs may be loaded, but only as natives.
- Be mindful of loading data into single-choice and multi-choice fields. If you have mapped the wrong field, it could potentially create hundreds of thousands of choices. Use the Preview Folders and Choices option to ensure correct matching.
- Note the field for Relativity Native Time Zone offset. This allows you to designate how many hours are added or removed from GMT time for the date/time display in the viewer. For more information, see the Admin Manual section on Fields.
- A tally is similar to a summary report; it outlines the values of a field and the count for each. After receiving your results the data can be exported to an external file.

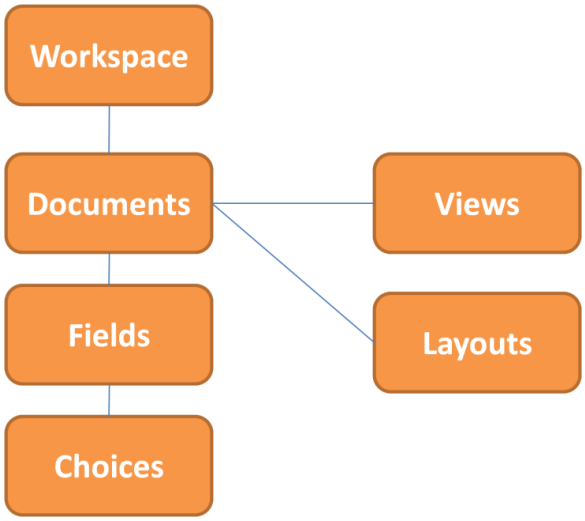
12.2.2 Loading, Error Handling, and Load Quality Control

- When previewing the load file, the first 1,000 documents are displayed.
- When the system checks for errors, the entire load file is covered.
- Relativity will not import any part of a document with errors. The Relativity Desktop Client will separate any documents containing errors into a document-level load file.
    - When errors are found during a check, it may be easier to proceed with the load before addressing the error report.
- Some errors may not be identified by programmatic means. As such, it is a good idea to load data into your ~adminstaging folder. This allows you secure the folder for system administrator view only, as well as check for errors before granting access to users. Email To and Email From fields might look very similar but can contain completely different data and it is very important to make sure loaded properly.

13 Fields (Coding) and Choices

All fields are used to store data about documents, but they are used in different ways. You created fields to store document metadata. In this

section, you will create fields for a different purpose: coding. Coding fields allow users to record decisions and attach comments to documents.



Relativity Objects

Coding fields are comprised of a number of choices. For example, you may create a field with values such as Responsive and Not Responsive.

For more information on coding fields see the Relativity Admin Manual section on Choices.

13.1 Scenario

You have consulted with your workspace team regarding the actions they need to perform with the newly-loaded documents. At this point, they are only concerned with the documents' responsiveness; whether they are relevant to the case document request. Using this field we will later create a production to the opposing counsel of documents relevant to their document request. This initial review of the documents done by lower billing staff is a first level review.

To fulfill this request, you will set up a responsiveness field with associated choices. This will allow users to identify documents as Responsive, Not Responsive, or Not Sure.

13.1.1 Creating a New Coding Field

In this exercise, you will create a responsiveness field with relevant choices. Note that coding fields are created in exactly the same way as a metadata field. The fields are just used in different ways. Where metadata fields are objective definitions of the document, coding fields are subjective decisions made by reviewers.

The exercise below will familiarize you with the process of creating a coding field and its choices.

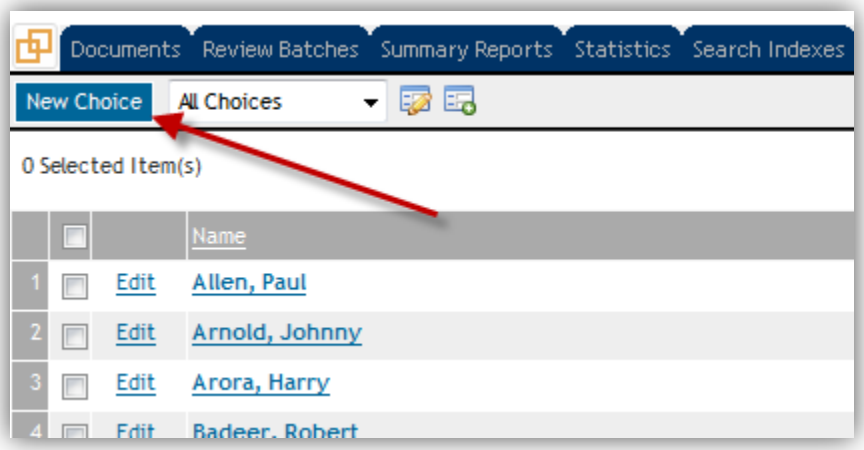
→ Exercise: Creating a New Coding Field and Choices

1. Select the **Fields** tab.
2. Click the **New Field** button and create a new field as follows:
   - Object Type: **Document**
   - Name: *<type:* **Responsiveness***>*
   - Field Type: **Single-Choice List** (a document can only be one or the other Responsive or Non-Responsive)
   - Required: **Yes**
   - Leave the default values for the remaining options
3. Click **Save**.

Selecting Yes in the required option means that a user must make a decision on that field before they can save any other changes to the document.

Now that you have created your field, you can add its choices. These are the predetermined values applied to coding fields.

4. Select the **Choices** tab.
5. Click the **New Choice** button.

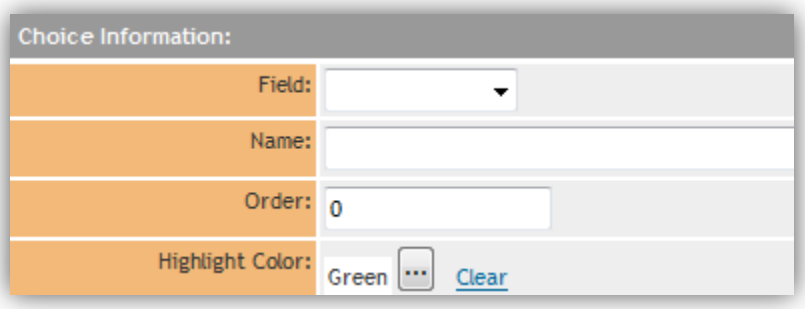


New Choice button

There are already choices readily available in the custodian field.

When you imported your field, you did so into a choice field. Therefore, the import process created a choice for each distinct value.

7. Enter the Choice Information as follows:
   - Field: **Responsiveness**
   - Name: *<type:* **Responsive***>*
   - Order: **10**



Choice form

6. Click **Save and New**.
7. Create a new choice with the following specifications:
   - Field: **Responsiveness**
   - Name: *< type:* **Not Responsive***>*
   - Order: **20**
8. Click **Save and New**.
9. Create a new choice with the following specifications:
   - Field: **Responsiveness**
   - Name *<type:* **Not Sure***>*
   - Order: **30**
10. Click **Save**.

Since you have designated responsiveness as a required field, you should provide users with a way to indicate that they don't know the responsiveness.

This will help you to drive workflow later in the workspace.

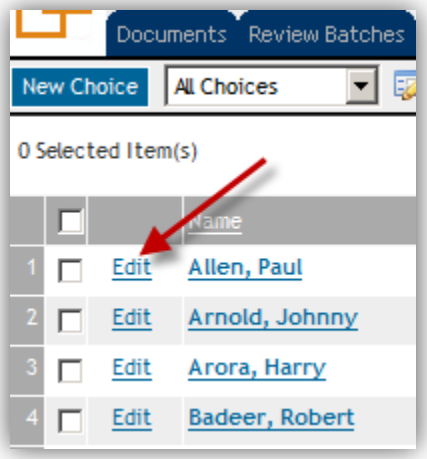
Exercise completed

13.1.2 Editing Choice information

Choice information may be edited in Admin Mode. The exercise below will familiarize you with this process.

→ Exercise: Editing Choice Information

1. Select the **Choices** tab.
2. Click the **Edit** link next to the name of any choice.



Edit choices

3. Note the choices available for editing. Click **Cancel.**

Exercise completed

13.2 Special Considerations - Fields

Consider the following points when dealing with fields:

- The Allow HTML field may be used to configure Relativity to throw a text alert of your choice. For example, consider the field containing the following:
  - <script>alert('Document contains tracked changes and comments. Please be sure to view the document in the native application.');</script>
  - When the field containing the alert is displayed in a view or layout, the HTML is executed, and an alert appears stating, Document contains tracked changes and comments. Please be sure to view the document in the native application. Once this alert appears, click **OK** to view the document.
- Familiarize yourself with the list of system fields detailed in the Relativity Admin Manual section on Fields. These fields may be useful when working with your workspace.
  - Relativity Compare is a system field that compares the extracted text of two specified documents, allowing you

to understand the key differences. This is particularly useful when working with groups of near duplicates, or conceptually similar documents. This field can be included in any view and will display the Relativity Compare icon. For more information on Compare, please see the Relativity User Manual.

- Fields associated with summary reports or Bates fields for production sets may not be deleted (see Section on Creating and Editing Summary Reports and Section on Creating and Editing Production Sets).
- Work with your processing team or vendor and your clients to determine which fields are needed in your workspace, and what will be contained in those fields. While it may be tempting for ease of setup to make every field a long text field, doing so will negatively impact system performance.
- Dates are displayed in Relativity as mm/dd/yyyy.
- Talk with your workspace team about the types of keyword searching they will conduct in Relativity. Some teams prefer to search only the Full Text or OCR fields, while other teams prefer to search all workspace fields. This will help you determine which fields to Include in Text Index = Yes. Note that keyword searching is security-aware.
- Make sure that you are only importing Unicode data into fields set up to accept it. Fields may be switched from Use Unicode Encoding = No to Yes, but the switch must be done before you load the Unicode data into Relativity. Importing Unicode data into a field that is not set up to accept it will result in a garbled ASCII text display.
- The sum of a workspace's fixed length fields should not be more than 8060 Bytes. To check your field usage, go to the Object Type tab, select the **Document** object, and check **Field Usage**.
- You cannot change a field type once you have created it. However, if your field is set as a fixed length text and needs to be changed to long text, there is a work around. To create a new long text field, run a mass replace to copy all information from the old field. Be sure to replace the old field with the new in all searches, views, and layouts.
- Choose the fields you would like to set to Available in Field Tree = Yes carefully. The Relativity browser is meant to be clean and intuitive; do not allow users to see fields they will not use.
- Yes/No fields are useful, but they come with two important caveats:
    - They are not available in the Field Tree.
    - Searching for Yes/ No fields that are displayed as checkboxes can be difficult because a checkbox only displays as checked or unchecked. However, a Yes /No field has three potential values: Yes, No, or Null. This can make searching difficult. Therefore, deciding to

display a Yes /No field as a drop-down can make searching easier as a review process.

- There are several Relativity system fields present in all workspaces. Please see the Relativity Admin Manual for a full list.

13.3 Special Considerations - Choices

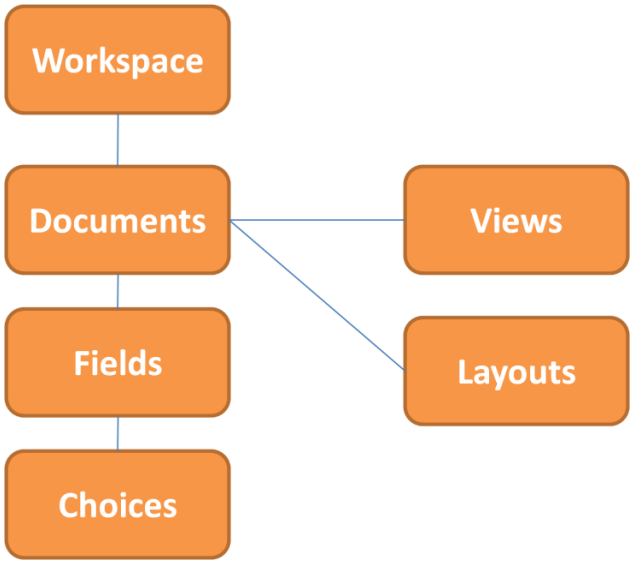
Consider the following points when dealing with choices:

- Order your choices in tens (e.g., 10, 20, 30) instead of singles (e.g., 1, 2, 3). Ordering them this way will allow you to insert objects later without reordering your entire list (e.g., 10, 20, 25, 30).
- Note the way importing a Custodian field into a choice field resulted in the creation of choice values for each unique field entry. This functionality will help normalize your data. For example, if half of your workspace data is assigned to "Sieja, Andrew," but your processing vendor mistakenly labeled this custodian as "A. Sieja." You will quickly notice the discrepancy, allowing you to normalize the data.
- Choices may be added directly from a layout.
- Choices cannot be deleted if they have been referenced in a document or a search.

14 Layouts

Layouts are web-based coding forms that allow users to view and edit document fields.

Layouts should be created for specific tasks, giving users access to only the fields they need to complete their respective tasks. This will keep the layout clean and uncluttered.



Relativity Objects

For more information see the Relativity Admin Manual section on Layouts.

14.1 Scenario

Now that you have created a responsiveness field, you must create a location where users can interact with it. Creating a layout will make this possible.

As mentioned in the previous section, the workspace review team has asked you to create a way to record a document's responsiveness; that is, whether it is actually related to the case.

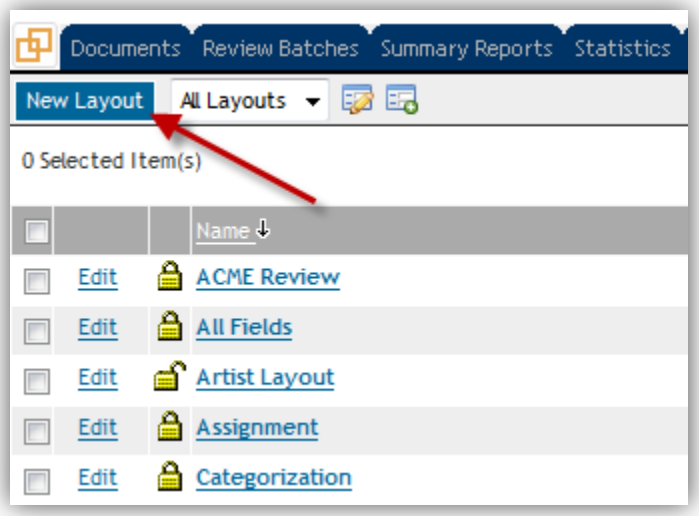
In order for the case team to interact with your new responsiveness field, you must create a layout to give the users access to the choices.

14.1.1 Creating a New Layout

The exercise below will familiarize you with creating layouts.

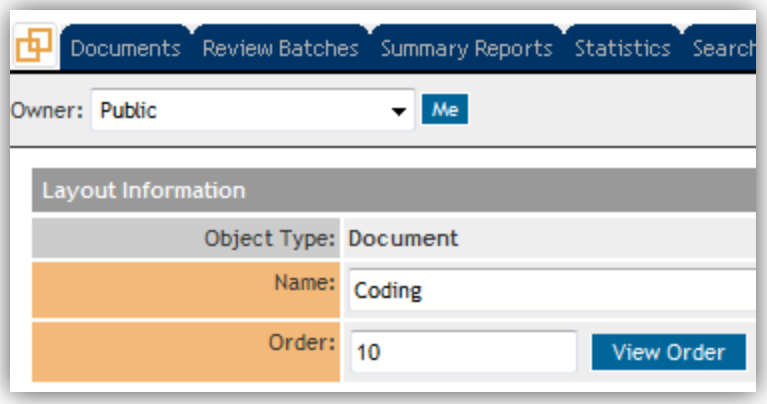
→ Exercise: Creating a New Layout

1. Select the **Layouts** tab.
2. Click the **New Layout** button.



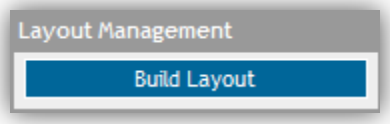
New Layout button

3. Enter the Layout Information as follows:
   - Owner: **Public**
   - Object Type: **Document**
   - Name: *<type:* **Coding**>
   - Order: **10**



New Layout form

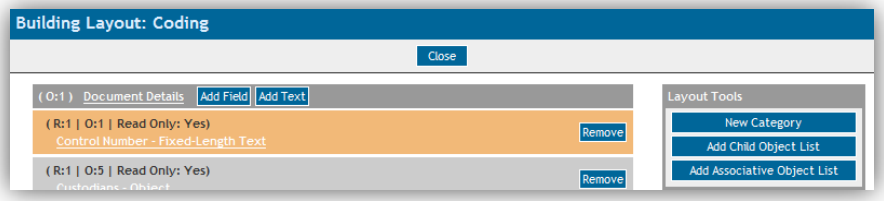
4. Click **Save.**
5. Click **Build Layout** in the Layout Management Console at right.



Layout Management Console

When creating a new layout, the system automatically creates a "Default Category" containing a Control Number.

Rename this category to a more descriptive title.



Control Number link

6. Click the **Default Category** link, which allows you to enter a more descriptive name. Rename the category **<*type:* Document Details>.**

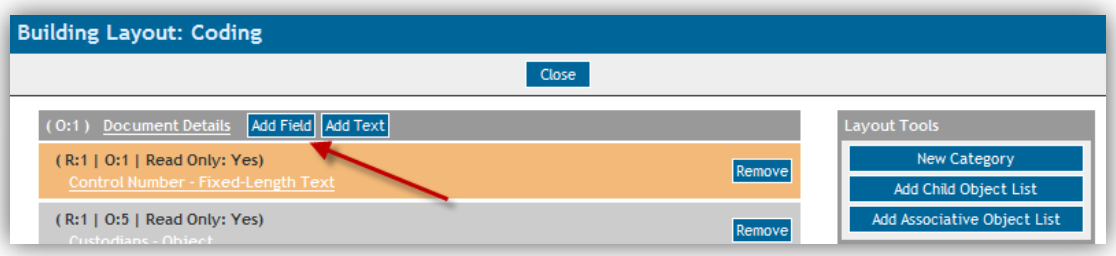
Exercise completed

It is rarely a good idea to make metadata fields editable. Metadata fields are generally objective and not up for debate.

Now we can add the appropriate fields to your layout.

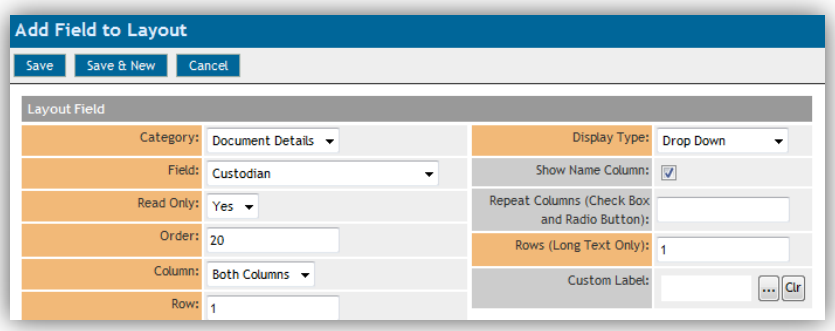
→ Exercise: Adding a Field to your Layout

1. In the New Category area, click the **Add Field** button. You will notice that a layout defaults to have the Control Number field displayed.



Add Field button

2. Add a Custodian field to the Document Details category as follows:
   - Category: **Document Details**
   - Field: **Custodian**
   - Read Only: **Yes**
   - Order: **20**
   - Column: **Both Columns**
   - Keep the default values for the remaining fields



Add Field form

3. Click **Save**.

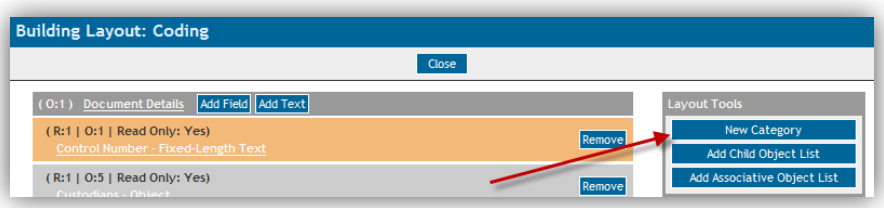
Exercise completed

Users now have a place to learn about the document, its unique ID number and from which custodian it was collected.

In this exercise, you will create a coding category. Categories simply act as separators, splitting a layout into sections. This category will be used to code the document.

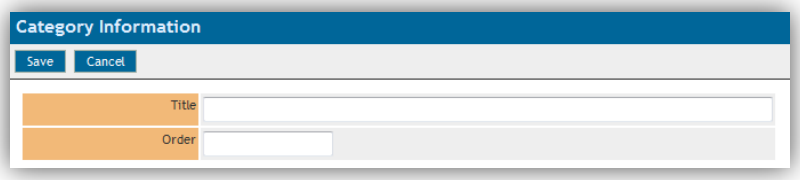
→ Exercise: Creating a Coding Category

1. On the details page of the Coding Layout, click the **New Category** link.



New Category link

2. Create a category for coding as follows:
   - Enter a Title <*type:* **Coding**>
   - Order: **20**



Category Information

3. Click **Save**.
4. In the newly created coding category, click the **Add Field** button.
5. Add **responsiveness** field to the category as follows:
   - Read Only: **No**
   - Order: **10**
   - Columns: **Both Columns**
   - Display Type: **Radio Button List**
6. Click **Save**

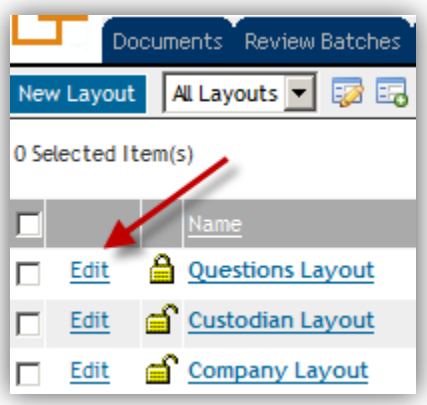
Exercise completed

14.1.2 Editing a Layout

After creating your layout, you may edit its basic information (e.g., the name or order). The exercise below will familiarize you with this process.

→ Exercise: Editing Layout Information

1. Select the **Layouts** tab.
2. Click the **Edit** link next to the Coding layout.



Edit Coding

3. Note the fields available for editing. Click **Cancel.**

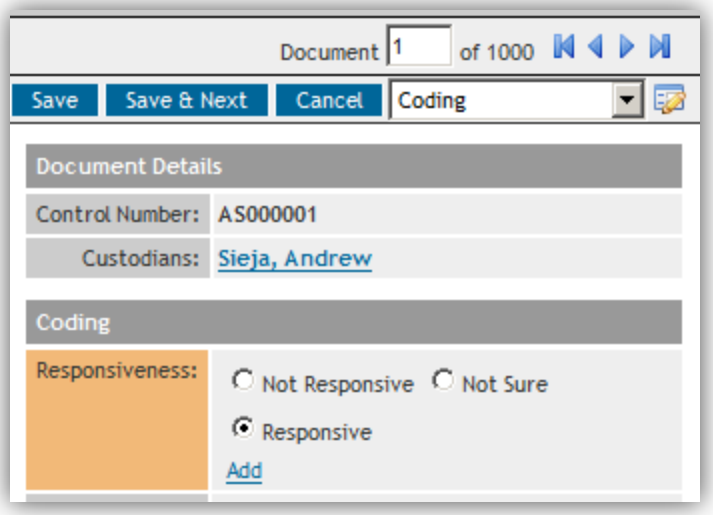
Exercise completed

14.1.3 Using Your New Layout

Now that you have created your layout, code a few of your workspace documents. This action would normally be done by users, but for the purposes of this exercise, we will simulate a brief review.

→ Exercise: Coding Your Documents

1. Select the **Documents** tab.
2. Open the first document and click its hyperlinked control number.
3. In the right pane, select your newly created **Coding** layout from the drop-down, then click **Edit**.



Coding form

4. Tag the first 20 documents with the various values. Click **Save and Next** after each entry until you're finished.

Exercise completed

14.2 Special Considerations

Consider the following points when dealing with layouts:

- Layouts are a crucial part of creating a positive experience for your users. Along with views, they represent the two main places where a user will be able to see and edit their workspace fields.
- Spend some time with your workspace review team to determine how they will interact with the documents, and then build a layout to help them achieve their goals.
- Keep layouts clean and concise. Include only those fields that users need to accomplish their task. If users have multiple tasks to perform, create multiple layouts. Remember, users can easily miss fields they must scroll to see.
- Remember that all objects and items in Relativity are securable, so only the desired users will see a layout.
- Users must make a decision on fields designated as Required = Yes to save a layout. Accordingly, you can use required fields to determine which documents have been reviewed, thus driving your workflow.
- The layout with the lowest order number a user has access to will be their default layout.

- Multiple columns should be used only if users are viewing a layout with a multi-monitor setup. Otherwise, the layout will be too cluttered.
- Fields may only be added to a layout once.
- Custom logic can be applied to layouts, such that a newly coded item results in automatic action or forces another field to become required. For example, if a document is marked Responsive, it may be necessary for the user to include a sentence explaining its relevance to the workspace. These options must be added by kCura or by personnel at your organization specifically trained to create these syncs.
- Multi-choice fields can be displayed as check-boxes or as a separate pop-up window (depending on your preference).
- Layouts may be marked as personal or public.
- During document review, if the Skip function is enabled, and the user clicks the Save & Next button, any documents after the current document that do not already meet the view search criteria are skipped until a document that does meet the criteria is found.
    - For more information on Skip's functionality, please see the Admin Manual Appendix C: Document Skip.

15 Summary Reports

Summary reports provide aggregate tallies of field values. They are based on an optional grouping criterion (the vertical axis), and the fields to be tallied (the horizontal axis).

For more information on reporting see the Relativity Admin Manual section on Summary Reports.

15.1 Scenario

So far, you have accomplished the following:

- Imported the load file and performed a quality check to ensure it was imported correctly
- Created a responsiveness field with choices that allow users to identify documents as Responsive, Not Responsive, or Not Sure
- Created a layout with associated categories and fields, where users may assign responsiveness values.

The first level review is underway. In previous sections, you loaded data into your workspace, and tagged documents with responsiveness values.

The workspace manager has asked you to provide a report detailing how many documents have been tagged with each value, per custodian.

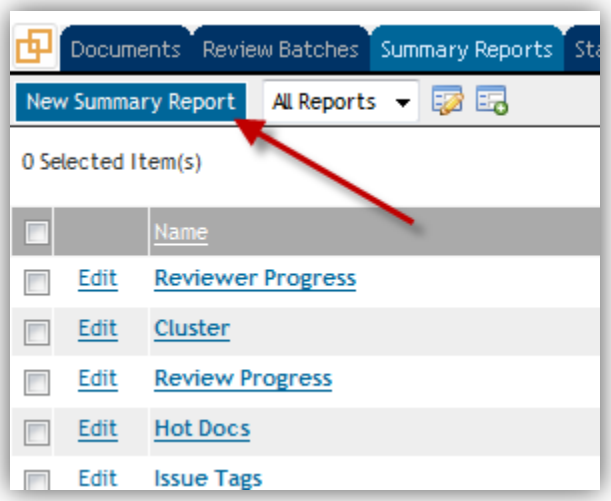
Using Relativity's reporting feature, you will produce a summary report providing a count of the documents tagged with each respective responsiveness value.

15.1.1 Creating a New Summary Report

The exercise below will familiarize you with creating summary reports.

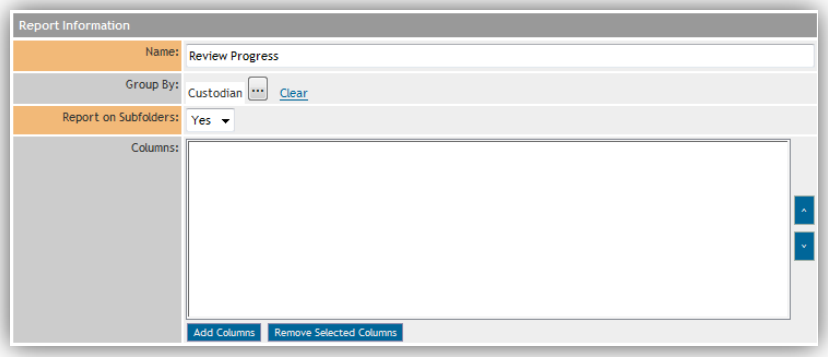
→ Exercise: Creating a Summary Report

1. Select the **Summary Reports** tab.
2. Click the **New Report** button.



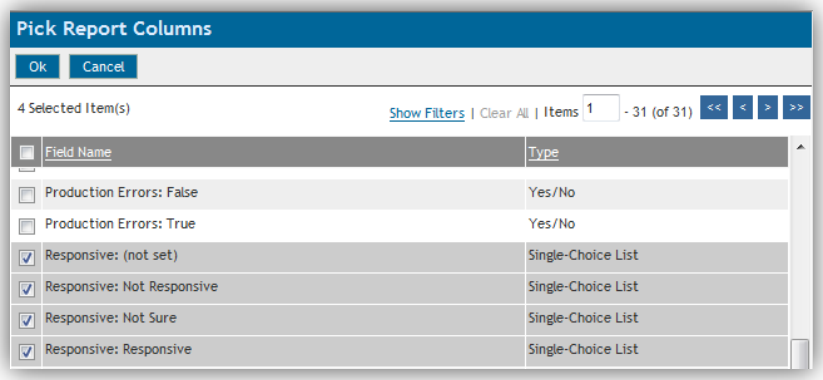
New Summary Report button

3. Enter the Report Information as follows:
   - Name: <*type:* **Review Progress**>
   - Group: Click the Ellipsis button **(…)** | **Custodian**
   - Report on Subfolders: **Yes**
4. Click on the **Add Columns** button.



New Report form

5. Select all **Responsiveness** values and click **OK.**



Pick Report Columns

6. Click **Save** to run the report. The saved report will be accessible by other authorized users.

Exercise completed

Reports may be exported to Excel by using the link in the upper-right corner of the report.

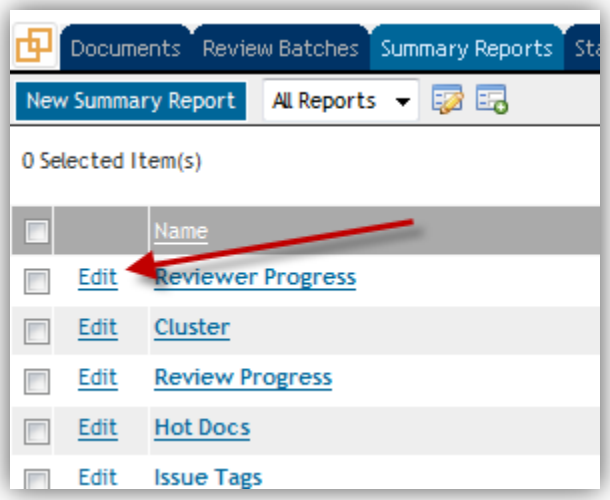
15.2 Editing a Summary Report

The exercise below will familiarize you with editing your report.

→ Exercise: Editing a Summary Report

1. Select the **Summary Reports** tab

2. Click the **Edit** link next to the Review Progress report.



Edit summary reports

3. Note the criteria available for editing. Click **Cancel.**

Exercise completed

15.3 Special Considerations

Consider the following points when dealing with summary reports:

- Talk with the review team to determine which reports they need to run and how often the reports are required.
- Summary reports are completely securable, allowing you to grant rights to users. This allows them to only see the reports they need to be effective in their task.
- The Export to Excel feature allows you to export report information from Relativity. Within the external file, this information can be saved, reformatted, and sent to others.

16 Document Views

Views are customizable lists of items within Relativity. Any time you see a list of items in Relativity, it is defined by a view.

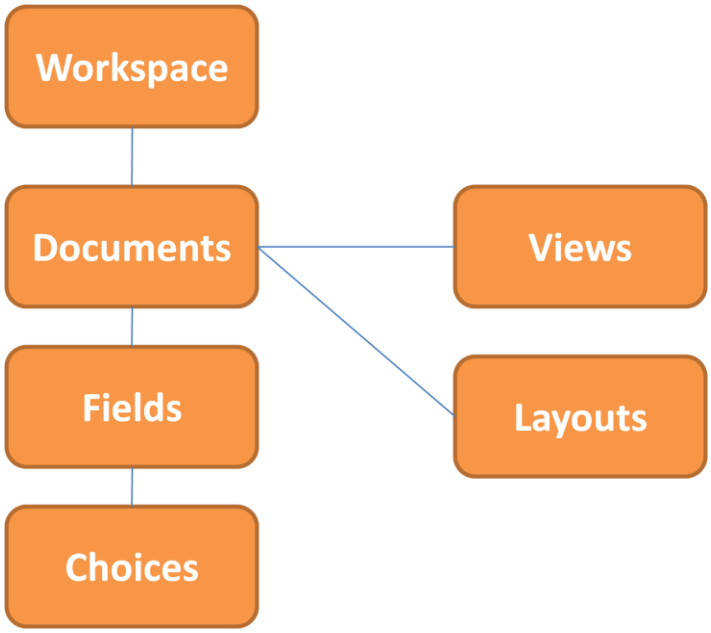
Along with layouts, views represent one of the two main places where users can see and interact with a document's metadata and coding.

Views are essentially saved queries that control:

- Items displayed in lists, based on a set of specified criteria
- Fields of information related to displayed items

- The default sort order of the items

This section will focus on document views and how they are used to drive workflow and reporting.



Relativity Objects

For more information see the Relativity Admin Manual section on Views.

16.1.1 Scenario

In the previous Section, you generated a summary report to identify how many documents were coded, and how.

After seeing the report, the workspace manager has asked you to build a view for the second-level reviewers. This view will only contain documents where the value is Not Sure.

A reviewer with more legal experience will review these documents. This will help drive the workspace workflow.

The workspace manager would also like you to create a view showing documents tagged as Responsive. This will allow him/her to export a quick report of the responsive documents.

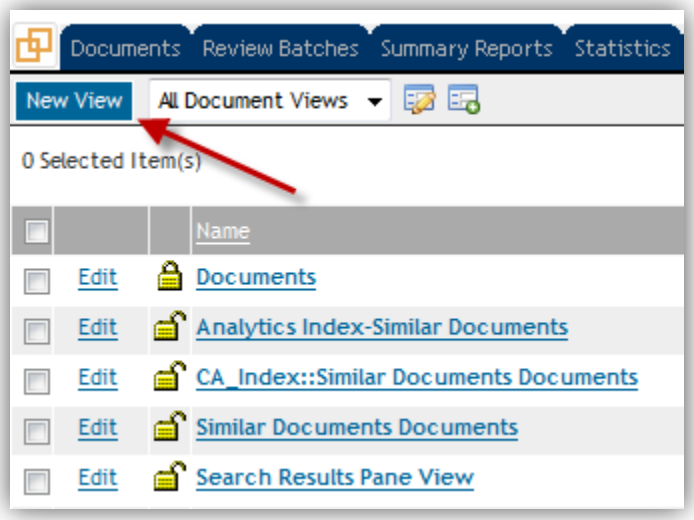
16.1.2 Creating a View

The exercise below will familiarize you with the process of creating a view.

Creating a view for a user group doesn't completely restrict them to only the documents in that view. Related fields will still bring in family items and duplicates. You will need to secure those fields to prevent pulling in documents outside the scope of the batch or review set. Security is covered later in this guide. Refer to the admin manual for a detailed explanation of securing items.

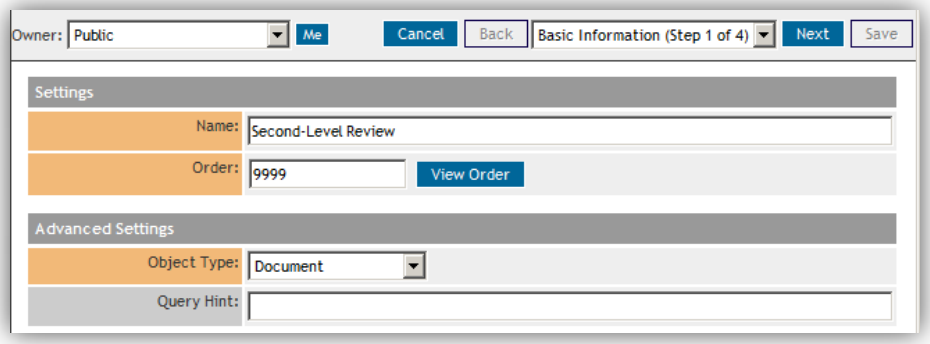
→ Exercise: Creating a View

1. Select the **Views** tab.
2. Click the **New View** button.



New View button

3. Enter the Basic Information as follows:
   - Owner: **Public**
   - Name: *<type:* **Second Level Review***>*
   - Order: **9999**
   - Object Type: **Documents**

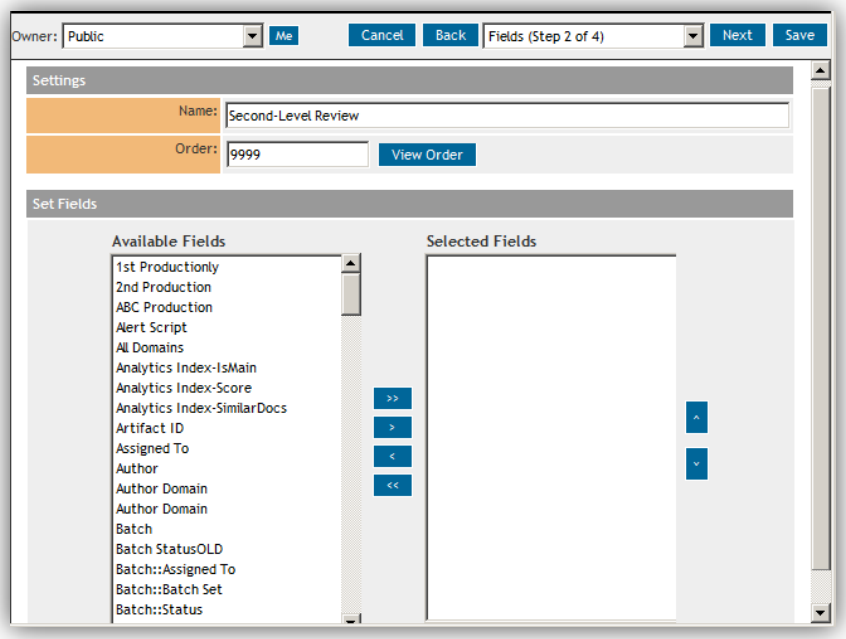


New View wizard

To choose the correct object type when creating a view, ask yourself “What do I want to make a list of?”

Your answer is your object type.

4. Click **Next**.
5. Select your fields from the left column, Available Fields. Move required fields for your view to the right column, Selected Fields. You may move fields between boxes by double-clicking the field name or using the arrow buttons.

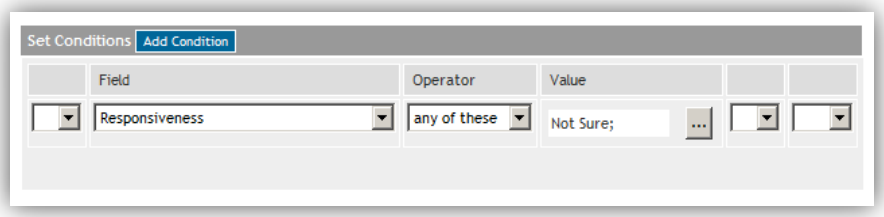


New View wizard

6. Select and move the following from **Available Fields** into **Selected Fields**:
   - Edit
   - File Icon
   - Control Number
   - Email Sent Date
   - Email Subject
   - Email Author
7. Click **Next**.

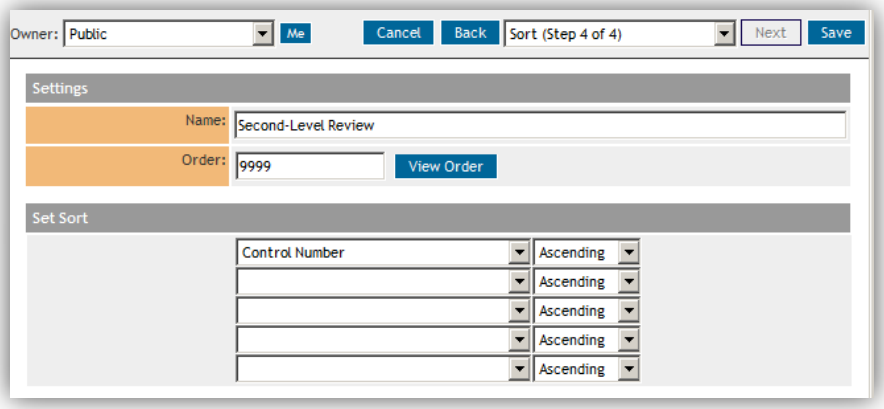
Use the up and down arrows to rearrange the vertical order of the selected fields as necessary.

8. Select your criteria as outlined below. This step allows you to determine which items are returned in your view.
   - Field: **Responsiveness**
   - Operator: **any of these**
   - Value: Click the Ellipsis button **(…)** | **Not Sure** | **OK**



New View wizard

9. Click **Next**.
10. Select your sorting preferences. This step allows you to define the default sort order of the view. Set the sort to **Control Number**.



New View wizard

11. Click **Save**.
12. Select the **Documents** tab.
13. In the view bar, select **Second Level Review**. Your new view is displayed.

Exercise completed

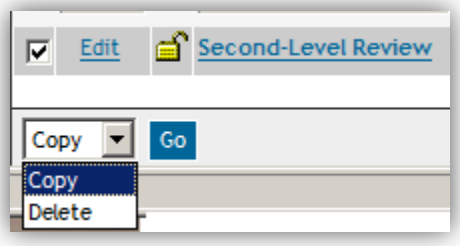
16.1.3 Copying/Editing a View

In the previous exercise, you learned how views are used to drive workflow within the system. The exercise below will create a view to help drive reporting.

→ Exercise: Copying/Editing a View

To create the new view, you can either repeat the same steps detailed above or use the following shortcut:

1. Select the **Views** tab.
2. Filter to find **Second Level Review,** then select the **checkbox**.



Second Level Review filter

3. Select **Copy** from the drop-down. Click **Go**. A new view named Second Level Review (1) is created. Click the **Edit** link next to this view.
4. Edit the Name <*type:* **Responsive Documents**>.
5. Leave the remaining values as their defaults and click **Next**.
6. Note that the values from Second-Level Review have been copied over. Leave the values as their defaults and click **Next**.
7. On the Select Criteria page, select the following choices:
   - Field: **Responsiveness**
   - Operator: **any of these**
   - Value: **Responsive**
8. Click **Save** to return to the Views tab.
9. Select the **Documents** tab. In the view bar, select **Responsive Documents** to see the new view.

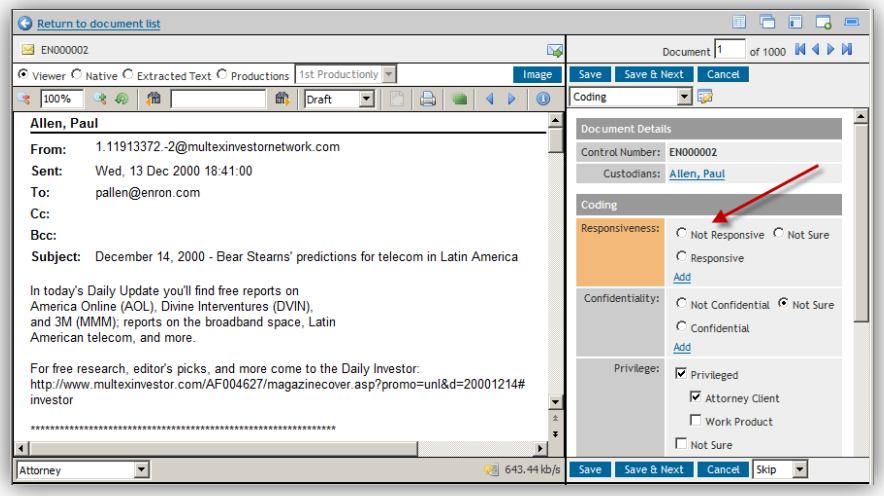
You can also use views to display documents that have not yet been reviewed.

Since the responsiveness field is required, any field without a responsiveness value has not been reviewed.

10. Select the **Views** tab.
11. Filter to your **Second Level Review,** then select the checkbox.
12. Select **Copy** from the bottom row. A new view named Second Level Review (1) is created. Click the **Edit** link next to this view.
13. Edit the Name *<type:* **Unreviewed Documents***>.* Leave the remaining values as their defaults and click **Next**.
14. Note that the values from Second-Level Review have been copied over. Leave the values as their defaults and click **Next**.
15. On the Select Criteria page, select the following choices:
    - Fields: **Responsiveness**
    - Operator: **is not set**
16. Click **Save** to return to the Views tab.
17. Select the **Documents** tab and in the view bar, select **Unreviewed Documents** to see the new view.

Unreviewed Documents

18. Click the first listed **control number** to launch its corresponding document.
19. Click the **Edit** button.
20. Mark a responsiveness value for the document and click **Save**.



Coding form

21. Click the **Return to document list** link. Note that since you reviewed this document, it no longer appears in the un-reviewed list.

This is how the Skip function works in Relativity. By choosing a particular view Skip refreshes that list view while editing fields on a layout. The skip function will be covered in a later section.

Exercise completed

16.2 Special Considerations

Consider the following points when dealing with views:

- When planning for the workspace, sit down with your review team to plan the workflow for the workspace. Note that you were able to make a "to do" list, a reporting list, and a list for second-level review. This guide discusses assigning documents to users in Section on Batches. Using these skills, you can construct a workflow that passes a document through the entire review process.
- Carefully consider which fields you want to include in your view. Include fields which users need to:
  - See
  - Sort by
  - Filter with

- There are several Relativity system fields present in all workspaces. These may be useful in your views.
- The default sort order is by ArtifactID. Artifact ID is Relativity's unique identifier for all objects. As items are created, they are

assigned an Artifact ID. Essentially, leaving the default sort order on a view will display the items in the order in which they were loaded. If you want to ensure that your items are sorted by control number, despite their loading order, set your sort order accordingly.

- If a view is sorted by date or family groups, the groups of related documents within a workspace might be split up. If you are displaying a view in chronological order, it is important to ask your processing vendor to include a family date group. This will allow you to sort by that field, then by control number. You will then be able to display list items chronologically while keeping family groups together. Relativity also has a script to create this field if not provided.
- If your list of views is getting long, create a view named "----------". Set the criterion "Control Number = Not Set". Since every document has a Control Number, no documents will be returned. This view can be inserted in a larger list of views to help separate the list into smaller sections.
- Views may be personal or public.

17 Other View Types

Views are more than just lists of documents; they allow you to customize any list of any Relativity items, just as you did with documents.

In this section, you will create a view showing fields that match specified criteria. You will also edit a system document view, which controls special lists throughout a workspace.

For more information see the Relativity Admin Manual Section on Views.

17.1 Scenario

Your administration team is frequently asked which fields in the workspace are required fields. While you could easily filter the All Fields view to retrieve this information, it makes sense to create a new view to simply display it.

The review team has also noticed that the information related to the family groups in the Related Items pane is sparse. They have asked if it is possible to include any more information.

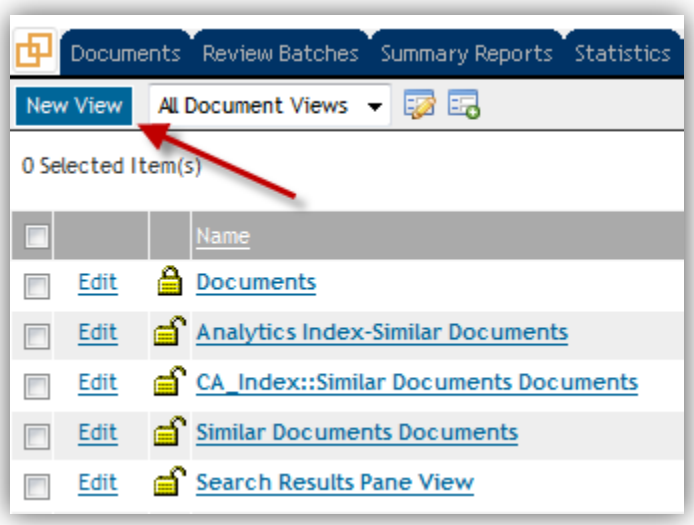
You will create a new field view named Required Fields and select a number of helpful fields for learning, sorting, and filtering. You will then edit a system document view by adding fields to help users find more information about a family of related documents.

17.1.1 Creating a Field View

The exercise below will familiarize you with creating a new view showing all required fields. A new view eliminates needless filtering by displaying information for you based on your specific criteria.

→ Exercise: Creating a Field View

1. Select the **Views** tab.
2. Click the **New View** button.



New View button

3. Enter your Basic Information as follows:
   - Name: **Required Fields**
   - Order: **9999**
   - Object type**: Field**

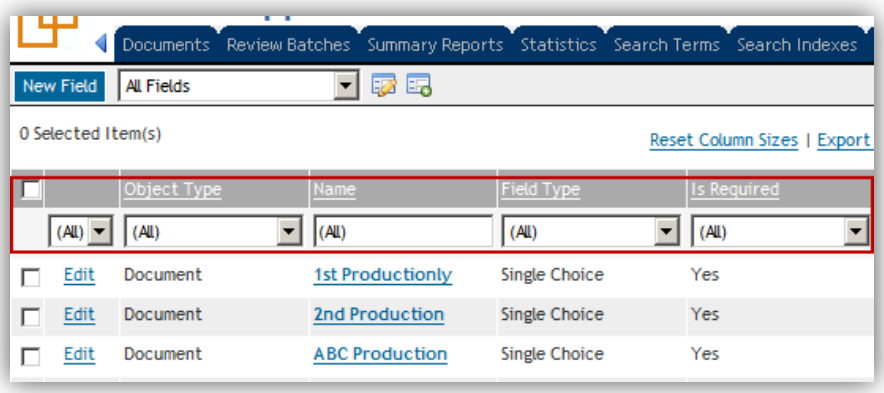
The Order 9999 is the default when creating a new view. This is because the lowest-numbered view will be a user's default view. Chances are low that 9999 will be the lowest number, thus reducing the likelihood of inadvertently changing someone's default view.

4. Click **Next**.
5. Select the following useful fields for learning, sorting, and filtering. You can move fields between boxes by double-clicking the field name or using the arrow buttons.

- **Edit**
- **Security**
- **Name**
- **Field Type**
- **Created On**
- **Created By**
- **Last Modified On**
- **Last Modified By**

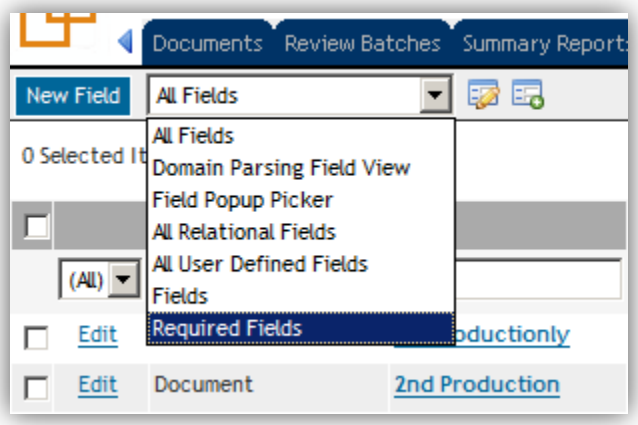
6. Click **Next**.
7. On the Select Criteria page, select the following choices:
   - Field: **Is Required**
   - Operator: **Is**
   - Value**: Yes**
8. Click **Next.**
9. Leave the sort order as default. Click **Save**.
10. Select the **Fields** tab and in the view bar, select **Required Fields** to see the new view.
11. Select the **Views** tab.
12. Click the **Show Filters** link, and then filter the **Object Type** column. Select **Field** in the drop-down**.** Note that there are 2 views.

Filtering is a powerful way to search through views. For more information, see Relativity Searching Guide.



Filters

13. Select the **Fields** tab and the drop-down list in the view bar. Note that the count is the same as the number of field views on the Views tab.



Required Fields drop-down

Exercise completed

Now that you have created a field view, we will look at system document views. System document views control special lists throughout the workspace.

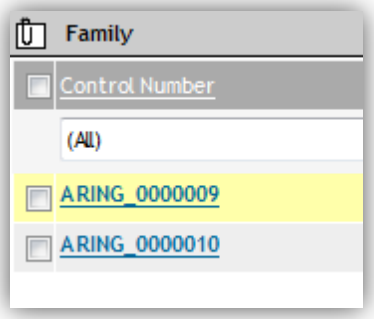
→ Exercise: Editing System Document Views

1. Select the **Views** tab and filter for **Object type = Document**. Note the count.
2. Select the **Documents** tab and click the drop-down list in the view bar. Note that the count is **not** the same.
3. Select the **Views** tab and filter for **Object type = Document**. Next, filter for **Visible = Yes**. Note that this count of document views matches the count of document views present.
4. To include the rest of the document views, clear any filters and filter for:
   - Object type: **Document**
   - Visible: **No**

   Note that there are several document views where visible is No. These are system document views.
5. Select the **Documents** tab and the **Documents** view from the drop-down.
6. Open document **ARING_0000009**. Click the **Family Group** icon below the Related Items pane.

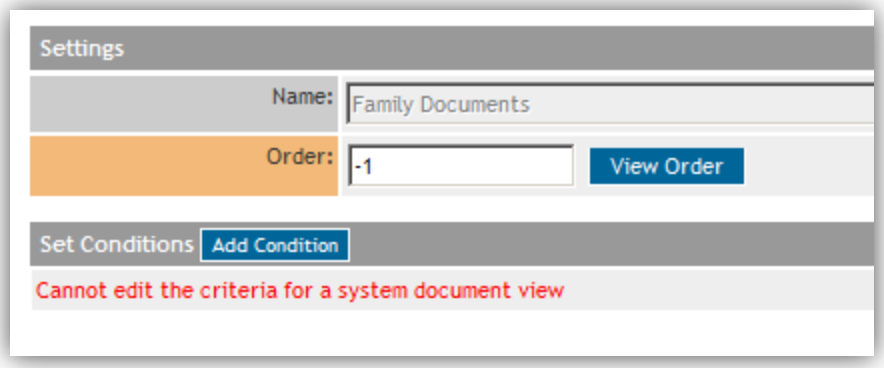
Family Group icon

Note that all items in the family are shown, but the fields listed are not very informative. Only the control numbers are listed.



Family group documents

7. Click the **Return to the Document List** link and select the **Views** tab.
8. Filter using the Name Field to find **Family Documents** <*type:* **Family**> and click the **Edit link**. Note that the Name field is unavailable for editing. This is a default system view.
9. Add the following fields that will help users learn about the family:
   - **File Icon**
   - **Control Number**
   - **Email Subject**
10. Click **Next**. Note that the criteria step is unavailable, since this is a system document view, with criteria set by the system.



Family Documents criteria

11. Click **Save**.
12. Select the **Documents** tab and in the view bar select the **Documents** view. Take another look at **ARING_0000009** and the related items pane. Notice the new fields added to the view.

Exercise completed

18 Overlays

Overlays are used to overwrite and/or add to existing documents within your system (i.e., information with an existing document ID). This section will help you work with overlays.

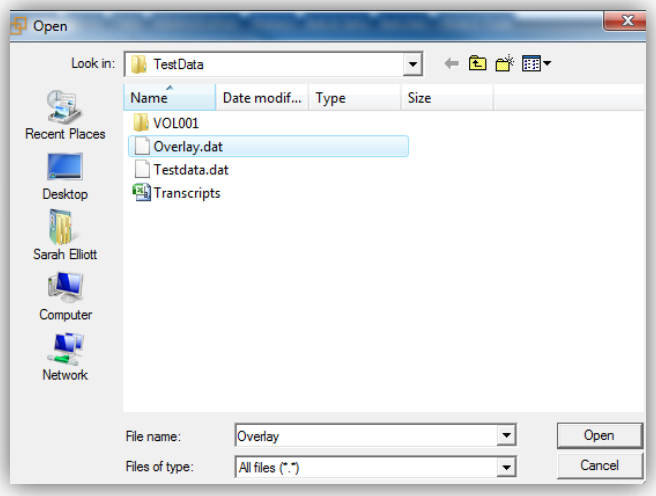
18.1 Scenario

You have received MD5 Hash values from your processing vendor. Because of this, you can now identify duplicates within your workspace.

18.1.1 Identifying Duplicate Information

→ Exercise: Identifying Duplicate Information

1. The system contains an **MD5 Hash** fixed-length text field with 32 characters.
28. Open the Relativity Desktop Client.
29. Load the **overlay.dat** file located in the same folder as your Transcripts Excel sheet.



Overlay .dat file

30. In the Field Map tab, perform the following actions:

- Overwrite: Overlay Only
- **Overlay Identifier**: Control Number

Overlays may be performed on Beginning Bates, Control Number, Ending Bates, and File Display Name fixed-length text fields. This functionality is available for image, document, and dynamic object loads.

- Match the **Control Number** and **MD5 Hash** fields in your workspace with the **Control Number** and **MD5 Hash** fields in your load file.

31. Perform an overlay, importing the MD5 Hash field into the database.

Exercise completed

18.2 Special Considerations

Consider the following points when dealing with overlays:

- Note that you can overlay on control number.
- You can perform an overlay on fields that have a SQL index; this is performed by your environment's SQL administrator.

- Overlay overwrites existing data in matched fields, and is based on the specified identifier (control number, Bates number, etc). As such, it is important to understand how the identifier chosen will affect your documents.

19 Relational Fields

Now that you have the MD5 Hash field in your workspace, you can use the values to identify relational "duplicates" group.

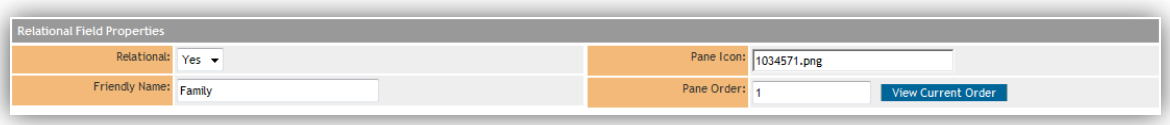
The exercise below will familiarize you with this process.

→ Exercise: Creating Relational Fields

1. Select the **Fields** tab and filter to your **MD5 Hash** field. Click **Edit**.
2. In the Relational drop-down, select **Yes.** This option will only be available if the field has data loaded.
3. In the Friendly Name textbox, type **Duplicates.**
4. Browse to select your Page Icon. You may use the **Page_Copy.png** file provided to you in the TestData folder, or your own image.

Your Icon should not be larger than 16x16 pixels.

5. Set the Pane Order to **2**. Click the **View Current Order** button next to the textbox to preview the order of your current fields.



Relation Field Properties

6. Click **Save.**
7. In the view bar, you now have the option to include duplicates. You also have the page_copy icon in the Related Items pane.

Exercise completed

19.1 Special Considerations

Consider the following points when making fields relational:

- Consistent with all item level security, relational fields will be visible to all users unless they are secured.

20 Propagation

Propagation is used to automatically force a coding value to a specified group of related items. For example, a user can tag a document as Responsive and have that value propagate to that document's family members or to duplicates.

The propagate to function is a valuable tool for enhancing workflow in the document review process, especially when implemented in a larger workspace, in that it saves the user time in coding related documents.

For more information on how propagation works, please see the Relativity Admin Manual.

Exercise: Adding Propagation to the Responsiveness Field

8. Click on the **Fields** tab.
9. Select the **Responsiveness** field.
10. Click **Edit**.
11. Check the box Propagate to: **Family**
12. Click **Save**.

Exercise Completed

20.1 Special Considerations

Consider the following points when dealing with propagation:

- No message is displayed to a user when propagation is in place.
- Field propagation rules are applied when you click Save or Save and Next in a layout.
- Propagation does not cascade meaning only the documents in the saved document's group will receive the propagated value.
- If the reviewer's Skip function is enabled it automatically skips documents where the conditions of the view is met and propagation was applied. This helps expedite the review process.

For more information on propagation and skip refer to the Admin Manual.

21 Transform Sets

The purpose of a Transform Set is to read through selected fields in a Relativity case, perform a defined process, and write the output of the process to other fields. This is executed through handlers that analyze the specified source text field, extract text matches, and then write them to a destination field.

Currently there are two available Transform Set handlers; Domain Parsing and Conversation Index Parsing.

This workbook focuses on the domain parsing and how it can be used to isolate specific information to assist the review process.

For more information on Transform Sets, see the Relativity Admin Manual.

21.1 Domain Parsing

Domain Parsing is a Relativity-defined handler that extracts email domains from email addresses in a document set. For example, name@kcura.com will yield "kcura.com" when the domain parsing handler is run. The domains returned are written to a destination field and displayed in a new object.

21.1.1 Scenario

Your administrator requests a list of every email recipient domain in your data set. To do this, you will have to set up a Transform Set and run it to write out all domains to a destination field so that they can be displayed in a new object type.

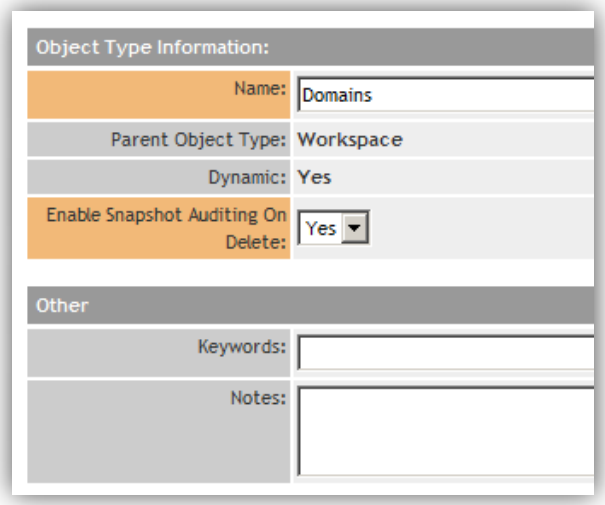
21.1.1.1 Creating a New Object Type

→ Exercise: Create a New Object Type

1. Select the **Object Type** tab and select **New Object Type**. The New Object Type form opens.
    a. Name : **Domains**
    b. Parent Object Type: **Workspace**

c. Dynamic: **Yes**
d. Enable Snapshot Auditing on Delete: **Yes**

2. Click **Save**.



Domains Object Type

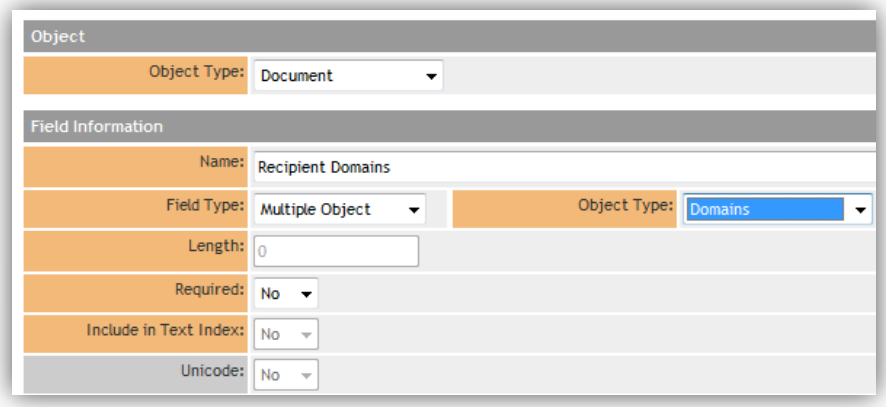
As long as an object type exists, it is not necessary to create a new one per Transform Set.

Exercise completed

Now you will create a new field to hold the data connected to your object.

→ Exercise: Create a New Field

1. Select the **Fields** tab and click the **New Field** button.
   a. Object Type: **Document**
   b. Name: **Recipient Domains**
   c. Field Type: **Multiple Object**
   d. Object Type: **Domains**
   e. Required: **No**
2. Keep all other fields at their default settings and click **Save**.



Responsive Author Domain Field

Exercise completed

Next create a saved search of the documents from which you will extract the data.

→ Exercise: Create a Saved Search

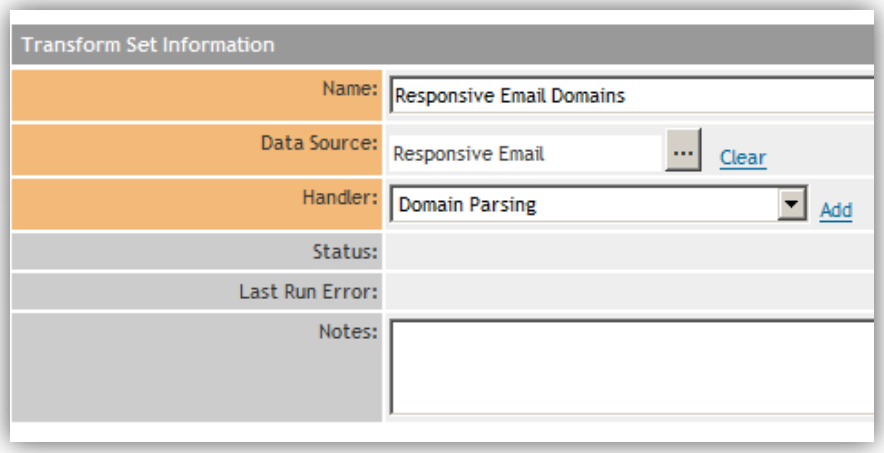
1. Go to the **Documents** Tab.
2. Select the **Advanced & Saved Searches** icon. Click the **New Search** button.
    a. Name: **Email for Domains**
3. Leave conditions blank.
4. Click **Save**.

Exercise completed

Next, you will create a new transform set for domain parsing.

→ Exercise: Create a Transform Set

1. Select the **Transform Sets** tab and click the **New Transform Set** button.
    a. Name: **Recipient Email Domains**
    b. Data Source: **Email for Domains**
    c. Handler: **Domain Parsing**
2. Click **Save.**



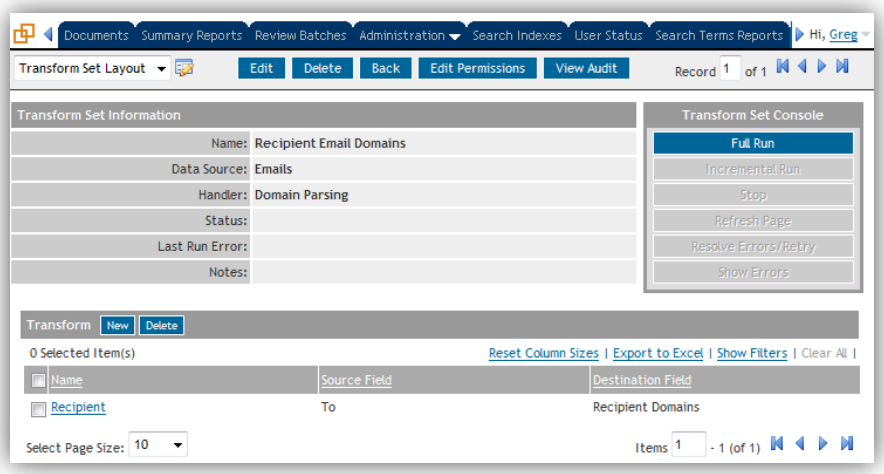
Responsive Email Domains Transform Set

Exercise completed

Next, you will add a transform to the transform set you just created.

Exercise: Add a Transform

1. Click the **New** button at the bottom of the transform set screen. Enter the following information:
    a. Transform Set: **Recipient Email Domains**
    b. Name: **Recipient**
    c. Source Field: **To** (must be a Document object and fixed-length or long-text field)
    d. Destination Field: **Recipient Domains** (must a Multi-Object field that lives on the document and points to any other object)



Transform Set Information

Exercise completed

Next, you will run your domain parsing transform set.

Exercise: Run the Transform Set

1. In the Transform Set Console click **Full Run**.
2. A confirmation message may appear that reads, "Performing a Full Run will erase all content in the selected Destination field(s). Are you sure?" Click **OK**.
3. Upon completion of the transform set, the status field will read **Completed**. The Incremental Run button becomes available and you can run the transform set again if documents have been added.
4. The results are populated to the specified field. To see the results add the field to a View or Advanced Search.

Exercise completed

21.2 Special Considerations

Consider the following regarding transform sets and domain parsing:

- All output characters will be lower case.
- If there is no text in the source field, nothing will be written to the destination field.
- If the text is unidentifiable in the source field, nothing will be written to the destination field.
- The source field must be either fixed length or long text
- The destination field must be a multi-object connected to the document.
- If you use a Destination Field that is tied to an existing object you will overwrite the field. You will be unable to add the results of new records without overwriting the existing data.
- If the text does not contain email addresses nothing will be processed.

22 Mass Operations

Mass operations allow you to perform an action on a selected group of documents.

While this section focuses on mass imaging, there are many other types of mass operations made possible through Relativity, including:

- Mass editing
- Mass moving
- Tally/sum/average

For more information see the Relativity Admin Manual.

22.1 Scenario

So far, you have accomplished the following:

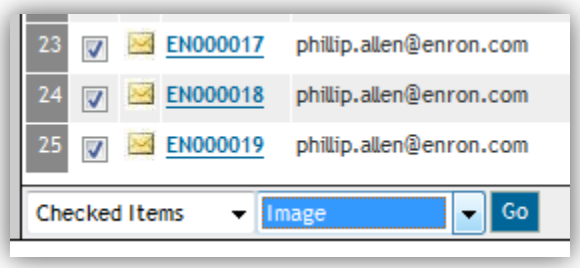
- Loaded your workspace documents into Relativity
- Created a coding field for responsiveness
- Associated choices with the responsiveness field
- Created a new layout that allowed users to code the documents
- Generated a summary report detailing the count of documents' responsiveness values, grouped by custodian
- Created document, field, and system document views showing fields that match specified criteria

The workspace team has asked you to create TIF image versions of all workspace documents marked as Responsive, allowing them to make redactions and annotations. To facilitate this action, you will perform a mass imaging operation on the requested group of documents in order to create editable versions.

22.1.1 Mass Imaging

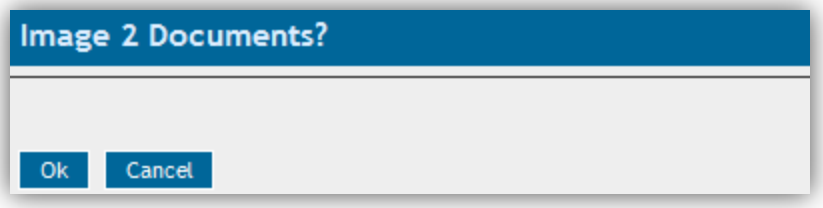
→ Exercise: Mass Imaging Operation

5. Select the **Documents** tab and in the view bar, select **Responsive documents** from the drop-down.
6. Go to the action row at the bottom of the document list. In the first drop-down, select **All ##** (This would be all the documents you coded as Responsive).
7. In the second drop-down, select **Image**, then click **Go**.



Mass Operation drop-down

8. You will be prompted to confirm the image action on the selected documents. Click **OK**.



Mass imaging action

9. Switch to **Admin Mode**.
10. Select the **Imaging Queue Manager** to view the items being processed. The process goes quickly, so it may be done by the time you navigate to the page.

Exercise completed

22.2 Special Considerations

Consider the following points when dealing with mass operations:

- Familiarize yourself with all of Relativity's mass operations, outlined in Admin Manual.
- Each of these mass operations is securable to prevent unauthorized use.
- Mass imaging must be used with great care; for more information on mass imaging, please see the Best Practices-TIFFing document.

23 Markup Sets

Markup sets are securable sets of annotations, redactions, and persistent word highlighting that can be implemented in your workspace documents.

For more information see the Relativity Admin Manual.

23.1 Scenario

In the previous section, you created images of a selected group of documents. The workspace team has asked to be able to redact specific text items along with the ability to highlight certain terms in a group of documents.

To facilitate these actions, you will create a new markup set named Production and specify certain terms to be redacted or highlighted.

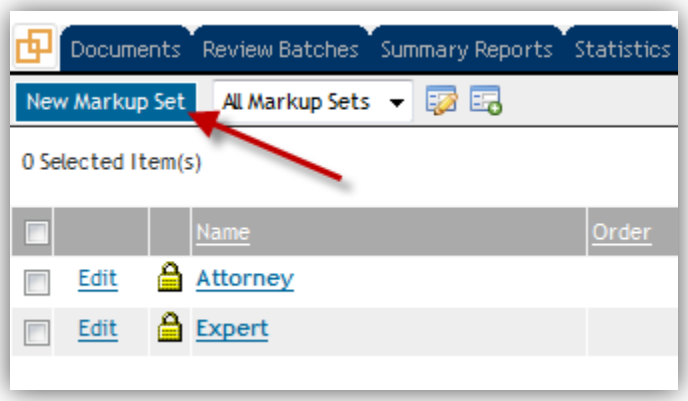
To simulate the users' redaction process, you will open a number of imaged documents and experiment with highlighting and redaction options, including stamp and text redactions.

23.1.1 Creating a Markup Set

The exercise below will familiarize you with creating a new markup set, which will be applied to a group of workspace documents.

→ Exercise: Creating a Markup Set

1. Open your workspace and select the **Markup Sets** tab.
2. Click the **New Markup Set** button.



New Markup Set button

3. Enter the Name <*type:* **Production**>.
4. Enter the information below in the highlight terms textbox. Persistent highlighting terms should be entered into the markup set form without quotation marks or connectors (i.e., exactly as they appear in the document). Note, the operators "AND" or "OR" are not utilized as in keyword searching. If used, Relativity looks for the exact phrase (apple OR banana). Wildcards may be used if needed.
   - **pay***

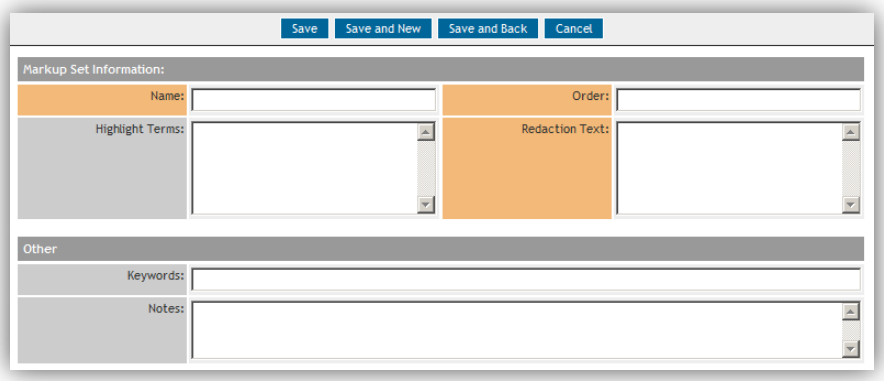
Although it is possible to use wildcard characters when specifying terms, be aware that this may produce results that are overly-inclusive.

- **3;16;document**
- **2;1;enron**

The numeric codes before the terms control the colors of your persistent highlighting. See the code chart on Relativity Admin Manual: Chapter 11.

5. In the Order textbox, enter -**999** in the Order textbox, making this the default markup set.
6. Enter the information below in the Redaction Textbox. Hit **Enter** to separate the entries.
   - **REDACTED**
   - **PRIVILEGED**
   - Type a string of dashes as follows**: ----------**
   - **ACWP**

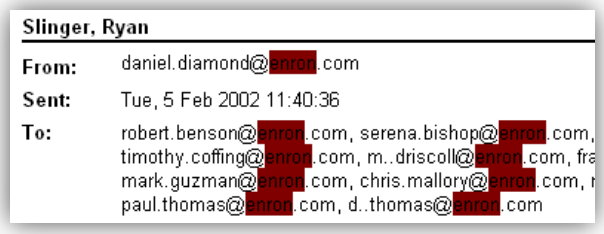
In this context, a string of dashes acts as a separator between different groupings of redaction terms.



New Markup Set form

7. Click **Save**.

8. Select the **Documents** tab and browse through a few documents in viewer mode. Note the persistent highlight terms you applied, and the color combination you selected for Enron. It is a good idea to use contrasting colors.



Contrasting colors

Exercise completed

23.1.2 Applying Redactions

The exercise below will familiarize you with applying different types of redactions to a group of documents. In a standard review, this will be performed by attorneys or paralegals; however, to experience how this is done you will simulate this process.

Redactions may take the form of stamp or text. A stamp redaction will create a solid black box where specified, like using a black marker. A text redaction is a white redaction box with black text. You can right-click a text redaction box to apply different text to the redaction. The text options are set by the Relativity Workspace Administrator.

→ Exercise: Applying Redactions

1. Select the **Documents** tab and make sure you are in folder view. Click on **ARING/ Inbox** in the document list. Open **ARING_000010.**
2. Click the **Image** button to create an image of the document. You are now able to apply redactions to the new image.
3. The view will change from Viewer to Image.
4. In the viewer toolbar, click the **Stamp** icon to apply a stamp redaction to the **Contract price column**.
5. Position the cursor at the top left of the column. Click and drag to the bottom right of the column to create the redaction.

Image button

6. Click the **Arrow** icon to switch to **Normal Mode**, then resize and move the redaction using the standard pointer.
7. Apply a textbox redaction to the bottom line starting at **Sep-01**.

Redact With Text button

8. Click the **Redact With Text** icon and apply. Apply it like you are highlighting the text. Right-click the **redaction box** to change the redaction text.
9. Click the arrow to return to **Normal** mode, then resize and move the redaction using the standard pointer.
10. Change the markup visibility.

Change Markup Visibility button

11. Click the **Change Markup Visibility** icon to make the redactions transparent. Note that you can apply new redactions while in transparent mode.
12. Click the **Change Markup Visibility** icon again to temporarily hide the markups. Note that you cannot apply redactions while in hidden mode.
13. Click the **Highlight** icon and apply highlighting to some text. The standard highlight color is yellow by default.

Highlight button

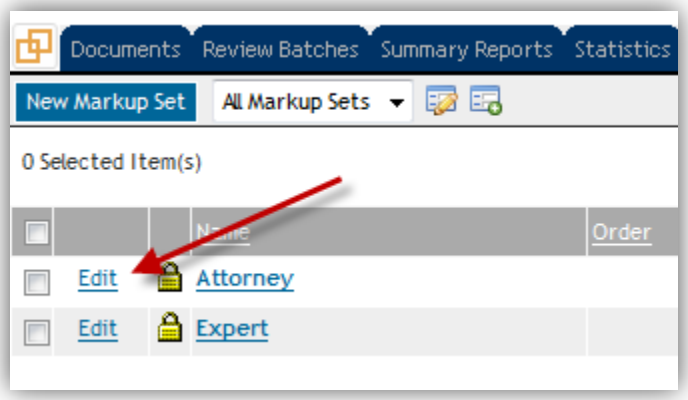
Exercise completed

23.1.3 Editing a Markup Set

Markup sets may be edited at any time. For example, you may change the colors used in persistent highlighting.

→ Exercise: Editing a Markup Set

1. Select the **Markup Sets** tab and click the **Edit** link next to your Production markup set.



Edit markup sets

2. Edit and replace the default color codes for Enron to colors with more contrast (e.g., **8;5** is a light gray background with dark blue text).
3. Add a new Redaction Text option ***<type:* CONFIDENTIAL*>.***
4. Click **Save**.
5. Go back to the viewer and note the effects of your changes.

Exercise completed

23.2 Special Considerations

Consider the following points when dealing with markup sets:

- When creating a new workspace, sit down with your review team to decide what persistent highlighting terms are required.
- Remember, operators are NOT accepted in persistent highlighting term.
- When you produce documents, you may only select one markup set at a time.
- Be cautious of giving a user group rights to more than one markup set at a time. It's easy to start applying redactions without checking which markup set is active.
- Use contrasting colors for persistent highlighting.

23.3 Markup Sets Workbook

Please complete the following based on the information presented in this section. You may want to refer to the following documents:

- Admin Manual

- User Manual

24 Production Sets

Production sets allow you to create a set of documents to provide to the opposing counsel. These productions can be native files, images, or a mix. Image files may include redactions that have been applied by users to protect privileged materials from disclosure.

For more information see the Relativity Admin Manual.

24.1 Scenario

The review team has completed its review of the workspace documents you imaged. Now that the team has applied redactions to the privileged data, the documents can be submitted to the opposing counsel.

You will specify settings for the documents to be included in the production set, such as the beginning and end Bates numbers, headers and footers, and so on. You will then add the documents to the production set and run it. In the next section, you will export the production set to an external location.

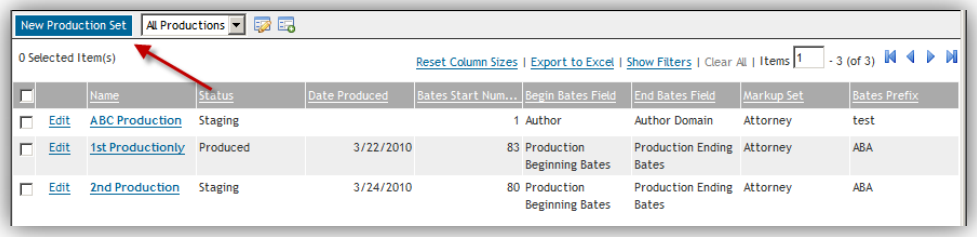
Bates numbers are generally applied to the lower right corner of the page. Any confidentiality stamping often goes in the lower left. It is rare to have anything added across the top of the document.

24.1.1 Creating a Production

The exercise below will familiarize you with creating a new production set. Before you create a production, you need to create two fields to store the resulting Bates values.

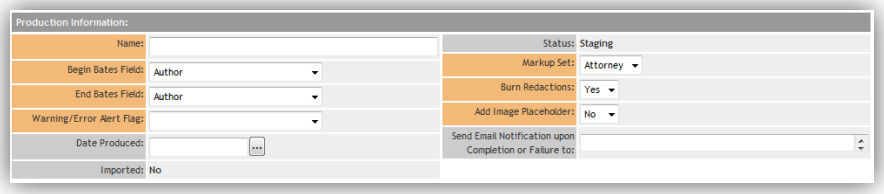
→ Exercise: Creating a Production

1. Select the **Fields** tab.
2. Click the **New Field** button and create the following fields, leaving all other information as the default:
   - Name: **Production Beginning Bates**
     - Field Type**: Fixed Length Text**
     - Length: **10**
   - Name: **Production Ending Bates**
     - Field Type: **Fixed Length Text**
     - Length: **10**
3. Select the **Production Sets** tab and click the **New Production Set** button.



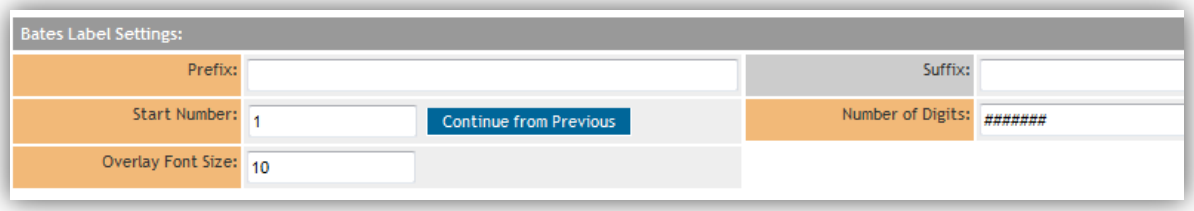
New Production Set button

4. Enter the Production Information as follows:
   - Name: *<type: **(your initial)** **Production**>*
   - Begin Bates Field: **Production Beginning Bates**
   - End Bates Field: **Production Ending Bates**
   - Warning/Error Alert Flag**: Production Errors**
   - Date Produced: Select any date you wish to apply
   - Markup set: Select the markup set you created
   - Burn Redactions: **Yes**
   - Add image placeholder: **Yes**
- Send Email Notification upon Completion or Failure to: (provide email address).



New Production Set form

5. Enter the Bates Label Settings as follows:
   - Prefix: *<type: **(your initials)**>*
   - Start Number: **1** if a previous production were created you could verify the number last used by clicking on the **Continue From Previous** button. Go ahead and click it if you wish to verify another production was not finished already.
   - Overlay Font Size**: 10**
   - Suffix**:** leave blank
   - Number of Digits**: #######** (7, default)



Bates Label Settings section

> Make sure that the prefix plus the specified number of digits is not larger than the length of your selected beginning Bates field (e.g., a value of six digits, "000001" would not fit into a Bates number of four digits. If this occurs, you will be unable to save your production until after increasing the Bates number length.

6. Under **Left Footer**, in the **Type** drop-down, select **Free Text** <*type:* **ATTORNEYS' EYES ONLY**> in the text field.
7. Under **Right Footer**, in the **Type** drop-down, select **Production Bates Number**.
8. Leave the **Bates Numbering Sort Order** section blank.
9. Click **Save**.
10. Click the **Preview** button to see a sample of how your produced images will look.

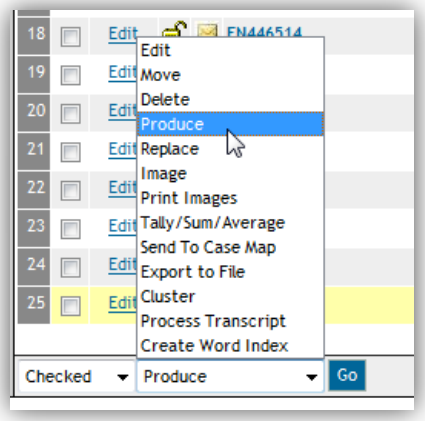
Exercise completed

Now that you have created a production and entered its settings, you must add documents to the production set.

24.1.2 Adding Documents to the Production Set

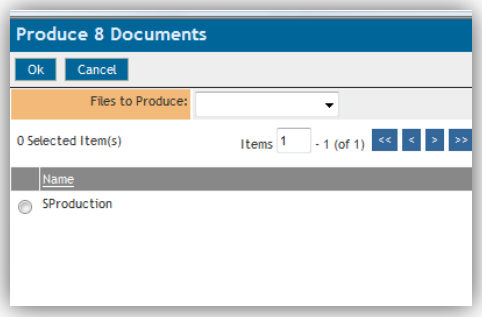
→ Exercise: Adding Documents to the Production Set

1. Select the **Documents** tab and then select **Responsive Documents** in the view bar.
2. In the action row, select **All ##** from the first drop-down.
3. In the next drop-down, select **Produce.** Click **Go**.



Adding documents to a production

4. The Mass Produce window opens, allowing you to designate how you wish to produce the selected options. In the **Files to Produce** drop-down, select **Images Only**.



Producing options box

5. Select the radio button associated with your production and click **OK**. Your responsive documents have been added to your production. In addition, let's add another document not marked as Responsive and without an image. This is a last minute item the attorney decided to produce.
6. Find a document that isn't in the Responsive set. **Check the box.**
7. In the action row, select **Checked** and **Produce**. Click **Go**.
8. In the **Files to Produce** drop-down, select **Images and Natives.**
9. Select the radio button associated with your production and click **OK**. This will add the document to your production.

Note that we chose to produce images and natives, even though this last document only contains a native.

Remember that in our production settings, we set Add image placeholders to Yes.

With this option activated, Relativity will include a placeholder TIF for any document added to the production, as images and natives that may only contain natives.

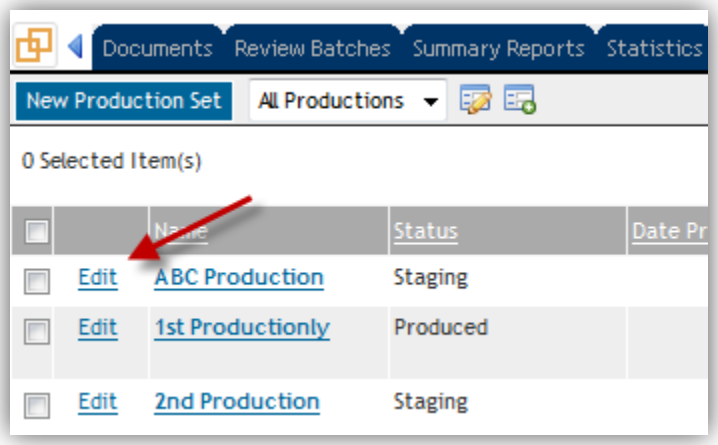
Exercise completed

24.1.3 Editing a Production Set

Editing a production set's settings must be completed before its run.

→ Exercise: Editing a Production Set

1. Select the **Production Sets** tab.
2. Click the **Edit** link next to your production.



Edit productions

3. Note the fields available for editing. Click **Cancel.**

Exercise completed

24.1.4 Running the Production

Now that you have changed your settings and added documents to the production set, you are ready to run the production.

→ Exercise: Running the Production

1. Select the **Production Sets** tab and click on your production set.

The list of documents set to be produced is displayed at the bottom of the Production Set Details page. This list is a view named Production Documents. Fields may be added that qualify or disqualify documents from production, allowing you to perform one last quality control check before you produce them.

2. Click the **Produce** button.

Other than the first time you produce, a message appears, stating, "The Begin and End Bates fields will be overwritten, Continue?"

If you are producing the same documents repeatedly in the same workspace, you may find it useful to create separate beginning and ending Bates fields per production.

3. Switch to **Admin Mode** and go to the **Production Queue** tab. This queue displays the productions currently being processed in the system.

Exercise completed

To ensure quality record processing, the resolve alerts/retry button is not active until your production is complete.

24.1.5 Viewing Produced Documents

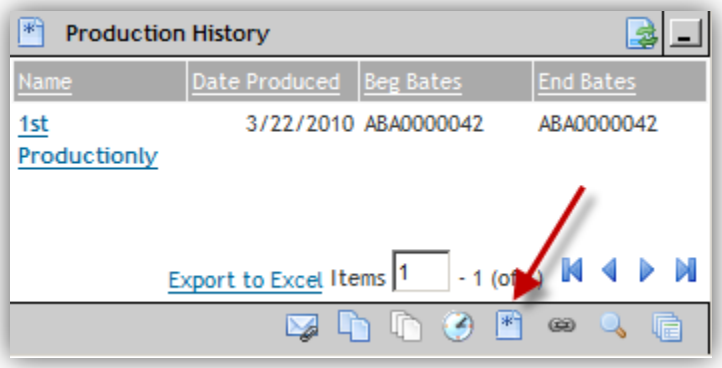
You will now view your produced documents.

→ Exercise: Viewing Produced Documents

1. Select the **Documents** tab and in the view bar, select **Responsive Documents.** Launch a document in the viewer.
2. Select the **Productions** radio button in the viewer as shown below. Note your produced documents, complete with your redactions and endorsements.

Productions button

3. In the **Related Items** pane**,** click the **Production History** icon to view the production history.



Production History view/icon

Exercise completed

24.2 Special Considerations

Consider the following points when dealing with productions:

- Before clicking Produce, remember that your selected Bates field will be overwritten. A document's Bates information will remain in the production history section of the viewer, but any fielded data will be overwritten. If you are producing documents several times over the life of the workspace, your two best options are:
    - Use separate Bates fields per production
      –OR–
    - Create an All Bates field, running a Mass Replace-Relativity's search and replace feature-to create a field that stores all of a document's Bates ranges
- If you have redacted images, be careful when producing extracted text from Relativity. Relativity does not re-OCR images with redactions. The same caveat applies to producing natives and images concurrently. In either scenario, be sure that you are not producing redacted text and un-redacted natives or extracted text.

- If you opt to produce Images and Natives, any existing images or native files that exist in documents marked for production will be produced.
    - Images receive one Bates number per page
    - Natives receive one Bates number per file
- Images will be produced with the rotation set in the viewer for that document at the time of production.
- After images are created, the Relativity Image Count field is generated. By utilizing the sum function, the number of pages in a print job or production can be calculated.
- Be careful when selecting a sorting field. Keep in mind that Relativity does not automatically keep families together.
- Externally-created productions may be imported into a Relativity production. You will need:
    - A document level load file containing the control number and the document-level Bates identifier
    - An Opticon file reflecting the Bates numbering
    - A production created in Relativity

25 Exporting

Importing and exporting are both done through the Relativity Desktop Client. Relativity is equipped with four export options:

- Production Sets exports the contents of a production set.
- Saved Search exports the current results of a saved search.
- Folder exports the contents of a folder.
- Folder and Subfolders exports the content of a folder and its subfolders.

For more information see Relativity Admin Manual Section on Exporting.

25.1 Scenario

So far, you have accomplished the following:

- Performed a mass imaging operation on a group of documents to create editable versions
- Created a new markup set named Production, with certain terms specified for redaction or highlighting
- Used the various highlighting and redaction options in a document
- Specified settings for documents to be included in a production set
- Added documents to the production set
- Run the production set

Scenario:

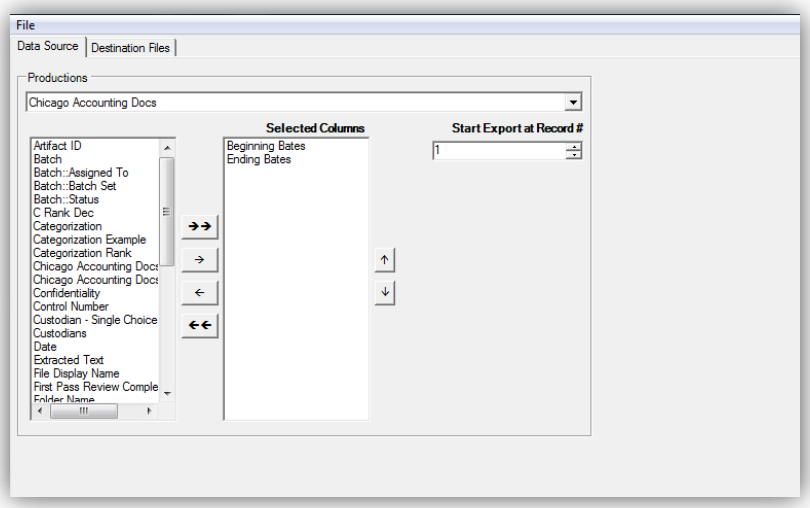
Your workspace team has asked you to provide the opposing counsel with a CD of the production set created in the previous section. The CD must contain all the images and native files, as well as a load file, to enable the opposing counsel to load the production into their system.

You will use the Relativity Desktop Client to export the production set to your desktop. You will then transfer the images to a CD for delivery to the opposing counsel.

25.2 Exporting a Production Set

→ Exercise: Exporting a Production Set

1. Launch the Relativity Desktop Client and open your workspace.
2. Select **Tools | Export** then click **Production Set**. The Export Productions form opens. The process is split between two tabs: Data Source and Destination Files.



Export Productions form

3. In the **Productions** section, select the production you created.

The two boxes in the Data Source tab allow you to build your load file.

The left box represents all available fields in your workspace.

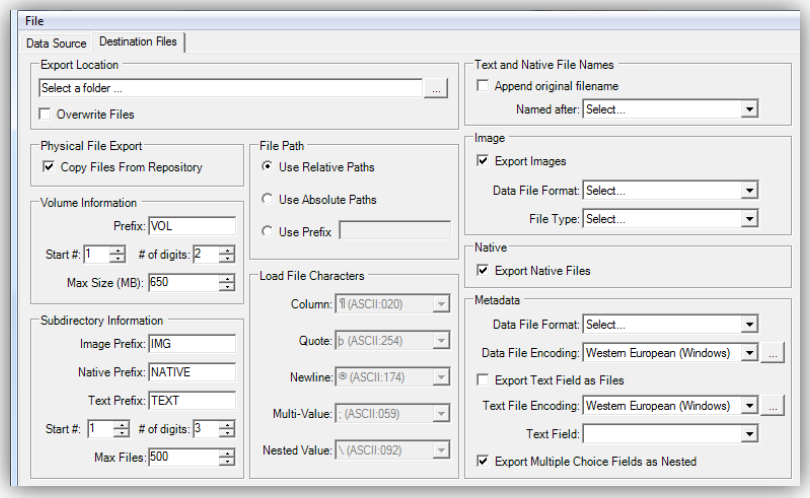
The right box, labeled Selected Columns, represents all the fields in your load file.

By default, your load file will contain only Beginning Bates and Ending Bates.

4. Leave the **Selected Columns** as the default.
5. In the **Start Export at Record #** textbox, leave as 1.
6. Select the **Destination Files** tab.
7. In the **Export Location** section, click the Ellipsis button **(…)** to select the target Windows directory for the export. Export to your desktop.
8. Leave the **Physical File Export, Volume Information, Subdirectory Information, File Path, and Native Load File Characters** sections as the defaults.
9. In the **Text and Native File Names** section, click the **Named after** drop-down and then select **Beginning Bates**.
10. In the Image section, check **Export Images**.
11. In the **Data File Format** section, select **Opticon**.
12. In the **File Type** section, select **PDF**.
13. In the **Natives** section, check **Export Native Files**.
14. In the **Metadata** section:
    - Data File Format: **HTML**
    - Leave the Data File Encoding as the default

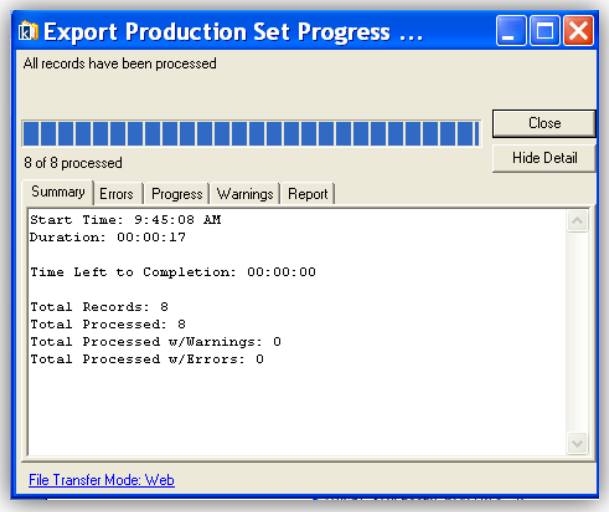
Encoding settings are saved as a part of the KWE file.

15. We redacted images, so we are not exporting Extracted Text. Ignore this section.
16. We are not exporting out Multiple Choice fields, so we can ignore the Export Multiple Choice Fields as Nested section.



Destination Files tab

17. Select **File | Run** to export the production. A window opens that indicates export progress.



Export Productions box

18. Check your Desktop to verify that the production was exported successfully.

Exercise completed

25.3 Special Considerations

Consider the following points when dealing with exporting:

- Be careful when exporting extracted text for images that may have redactions. Remember that Relativity does not OCR in any way, so extracted text will be exported as it was created during processing. You may import OCR of the redacted images into a secondary text field and include that secondary OCR field in your export.
- To export load files only, perform an export with Copy Files from Repository unchecked.

26 Implementing Security

Relativity's security rights are highly customizable. Each group within a workspace may have completely different permissions. Group permissions are set when they are added to individual workspaces, but they can be changed at any time.

This section covers key security tasks that you will need to perform as a Relativity Administrator.

26.1 Scenario

You have been contacted by the firm's lead user. She needs an account set up for a user to issue code the Andrea Ring (ARING) documents, while still maintaining previous coding decisions.

You will add the user's group to the workspace and assign security permissions to restrict their access to only include the workspace objects they need to complete their task.

Issue coding is a common practice that involves a review team deciding which categories or issues each document represents. Examples might include accounting, fraud, neglect, etc.

Issues vary widely across workspaces.

26.1.1 Implementing Workspace-Level Security

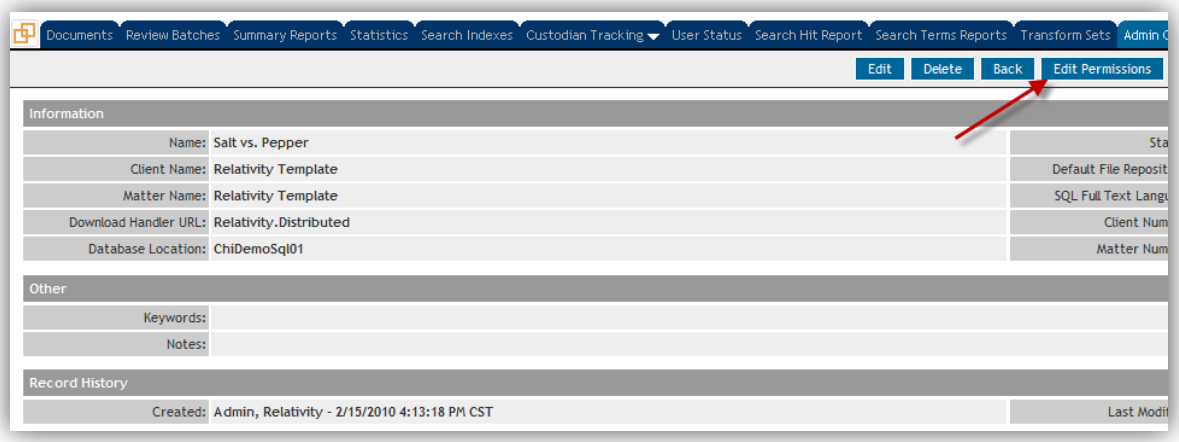
→ Exercise: Adding a Group to a Workspace

In the early sections of this study guide, you created a user and group. In this exercise, you will add a user's group to your workspace.

1. Within your workspace, select the **Workspace Details** tab.

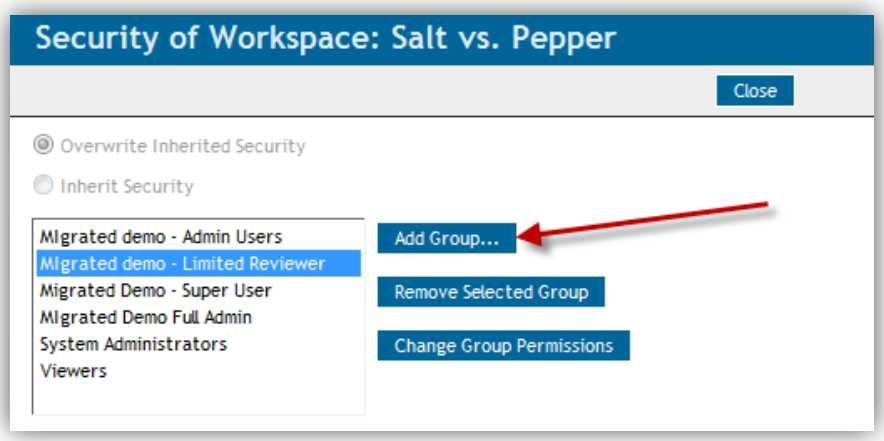
At the bottom of the Workspace Details tab, you may restrict which document types can be made into TIF images by using Relativity's TIF-on-the-fly functionality.

2. Click the **Edit Permissions** button. The Workspace Change Security form opens, allowing you to see what object-level rights the groups in this workspace have been granted.



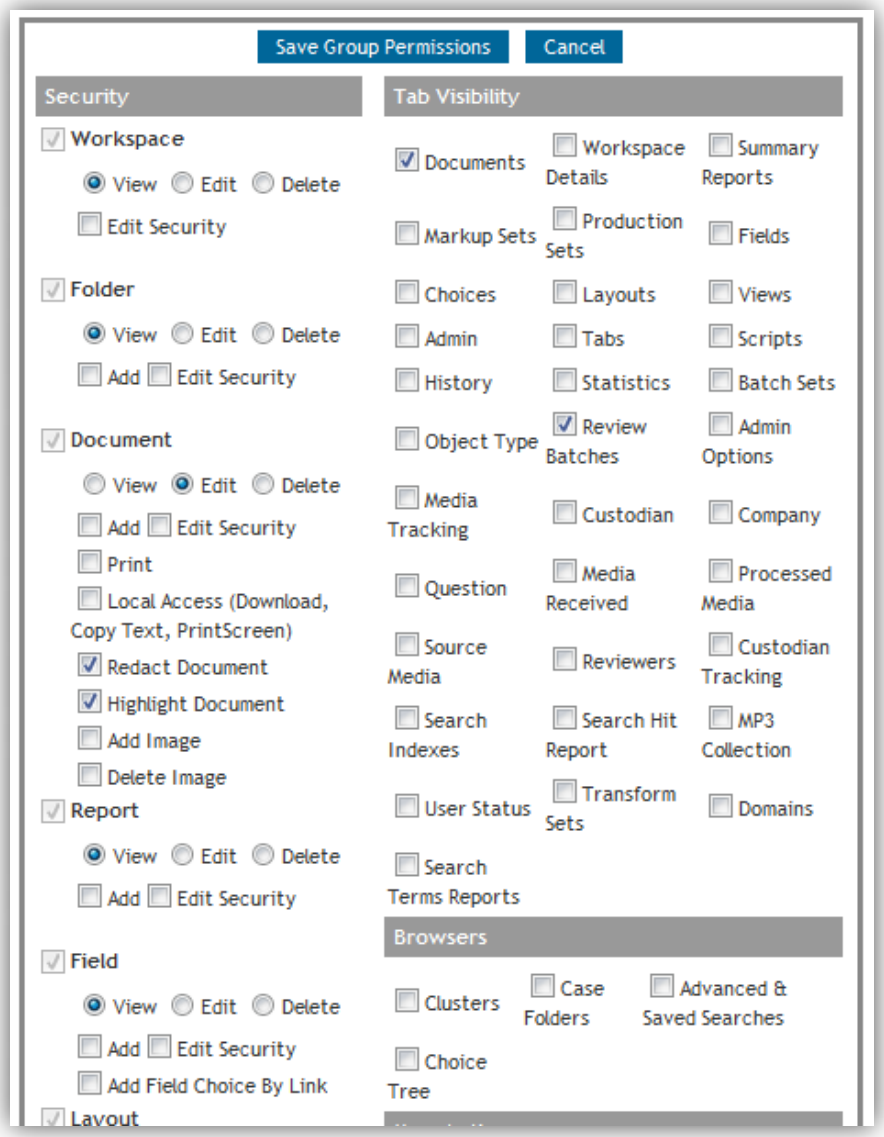
Edit Permissions button

3. In Change Security, click the **Add Group** button.



Add Group button

4. Select the group you created earlier in this Workbook (your initials-group), then click **Set Permissions**. This allows you to set the workspace object-level security for the group while in this workspace.



Set Permissions form

5. Since this group only requires a limited, user level access, there are few permissions you need to grant:
   - In the **Document** section, select **Edit.** This allows the user to make coding decisions.
   - In the **Batch** section, select **Edit**. You will create batches later in the study guide.

- The **Production** section defaults to visible in the viewer. We don't want our users to see production documents so uncheck this box.
- In the **Tab Visibility** section, give group access to Documents and Batches.
- In the **Browsers** section, give group rights to the **Workspace Folders** and **Field Tree**.
- In the **Mass Actions** section, give group rights to **Mass Edit**.

6. Click **OK.** You have now added the group to the workspace and set its object-level permissions.

Workspace object-level security may be trumped by item-level security.

For example, in this workspace, your group is allowed to work with layouts.

However, you do not want them to access all layouts, only the one related to issue coding.

As such, you should only give them rights to the issue coding layout, but secure all others.

Exercise completed

26.1.2 Implementing Item-Level Security

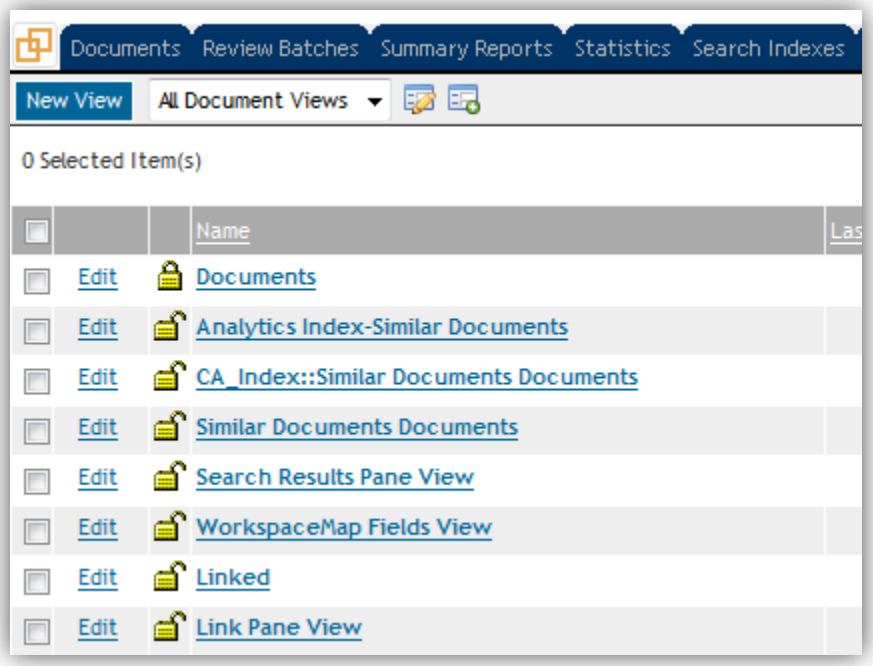
The workspace lead has instructed you to preserve all coding decisions made during the first pass review. To accomplish this (while making the Relativity experience clean and intuitive), you will restrict the new group from the views and layouts used during the first pass review. When a group is added to a workspace they automatically see all documents. If you wish to exclude the all documents view you will need to overwrite the security.

→ Exercise: Securing Individual Items: Method A

1. Select the **Views** tab and filter to display only the document views that appear on the Documents tab.

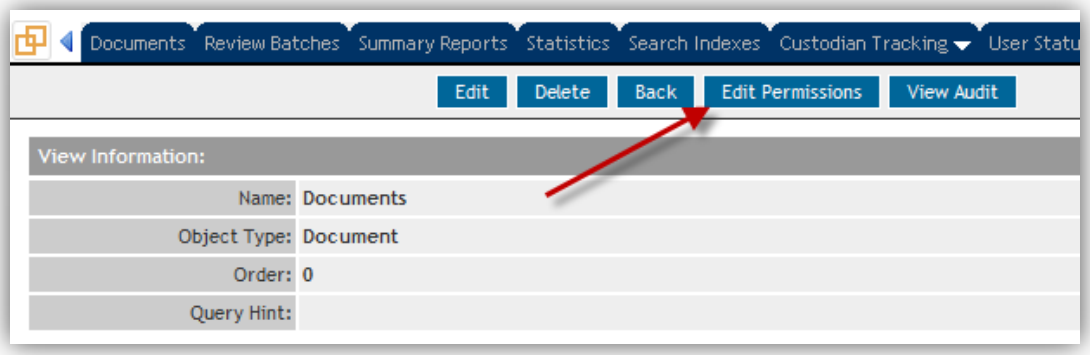
You can find the Document tabs' views by filtering the Views list for:

Object Type = Document
Visible = Yes



Views

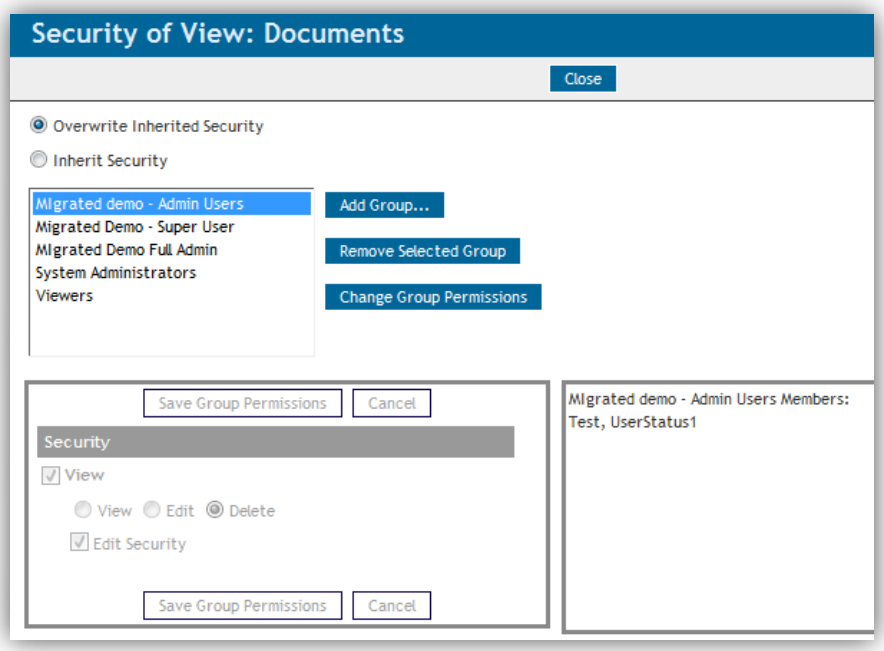
2. Click the **Second Level Review** view link.
3. Click the **Edit Permissions** button. From this screen, you may edit the security for this individual item.



Edit Permissions button

4. With your new group selected, you are presented with the following options:
   - **Overwrite Inherited Security** allows the item to overwrite its security independent of its workspace object settings.
   - **Inherit Security** instructs the item to inherit security settings from its workspace object.
   - **Add Group** allows groups to be granted access to the item
   - **Remove Selected Group** removes group access to the item
   - **Change Group Permissions** allows individual groups' permissions to be edited

Altering security permissions from Overwrite Inherited Security to Inherit Security and vice-versa may involve a wait time for 50,000 records or more. If this occurs, a notification will appear to inform you of the change's impact.



Second-Level Review security

5. Select the Overwrite Inherited Security.
6. Once it is made available, click the **Remove Selected Group** button. Your group will no longer see the view for the Second-Level Review.

Exercise completed

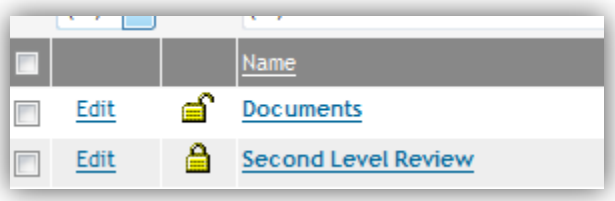
You may perform the same operation as the exercise above with fewer clicks by adding a security field to your All Views view.

This helps you see which items are locked, and which are inheriting permissions from the object.

You may edit a view with the object type view in the same way that you edited views in earlier sections.

→ Exercise: Securing Individual Items: Method B

1. Select the **Views** tab.
2. Click the **Edit** link next to All Views.
3. Click **Next**.
4. Add the **Security** field as the second field of the view.
5. Click **Done**. Note that your Views tab now has a padlock icon as shown in the figure below.



Security icon

The padlock icon has two purposes:

- It is a shortcut to the item-level security screen. Instead of clicking the item name and then clicking **Edit Permissions**, you can simply click the padlock icon next to the item you wish to secure.
- The icon changes when the item has been secured to a degree beyond that of the object and is no longer inheriting security. For example, note that the secured Second-Level Review view's padlock is closed, since it has been secured.

Exercise completed

Next, you will prepare the database for a new user and practice some of the skills you learned in previous sections.

→ Exercise: Preparing the Database

Creating a view for a user group doesn't completely restrict them to one view of documents. Related fields will still bring in family items and

duplicates. You will need to secure those fields to prevent pulling in documents outside the scope of the batch or review set.

1. Secure any remaining visible document views so the new group is unable to see it. In a later section, we will create a view for the new user to see.
2. Secure the coding layout so the new group is unable to see it.
3. Create an issues field, a multi-choice list, and a layout where users can work with the field.

Exercise completed

26.2 Special Considerations

Consider the following points when dealing with security:

- Once you secure an item, it no longer inherits rights from its objects. For instance, assume you set View 1 to only be visible to Group 1, but not to Group 2. If you add a Group 3 to the workspace, that group will not be able to see View 1 unless you explicitly grant them rights.
    - If you want an item to resume inheriting security rights from its object, restore the item's default security rights by going to its Security Console and clearing the Change Security checkbox.
- If you allow a user rights to the Workspace Details tab and the rights to edit permissions for a workspace, they will be able to go into the Security Console and grant themselves rights to whatever they choose.
- Production is the only object that defaults to being visible. The viewer defaults to allow someone to see the production version of documents. If you wish to secure this object so a group doesn't see production documents you will need to remove the checkbox in the security column.
- Non-System administrators who have been given every right for a workspace will not be able to see a new tab when it is created, even if they created it. Instead, they will have to go to the Workspace Details tab and grant themselves rights to the new tab.
- Simply because a user cannot see an object in the system does not mean they are secured from it. For example, let's say you granted a user rights to only My Assigned Documents, a set of 500 documents they were responsible for reviewing. They could theoretically include related documents such as Duplicates, Family or Near Duplicates into their view. Visibility is inclusive; security is restrictive. The only time something is 100% inaccessible is when it's been secured.

- If you want a user to perform coding tasks, give them permissions to edit documents. A common mistake is granting users the ability to edit fields, which would allow them to, for example, change a fixed-length text field while still being unable to edit documents.

27 Batching Documents to Users

There are two main ways to assign documents to users:

- Administrator-controlled: You may dole out documents to your review team yourself by using a simple layout. This is the best method if the set of documents you are assigning will be changing frequently.
- User-controlled: You may configure Relativity to allow users to check a set of documents in and out of the system on their own by using Batches.

For more information see the Relativity Admin Manual Section on Batching.

27.1 Scenario

Your team has asked you to assign specific documents to selected users for review. You will explore the three ways to accomplish this task.

You will first create an "Assignments" layout that contains an Assigned To field where specified users may be added. You will then create a document view named My Assigned Documents that includes useful fields for users.

Finally, you will create batches of documents that users can check in and out. You will also create another view that shows the documents currently checked out. For the second level reviewers you will set the auto batch function to create batches of documents after the first level reviewers have tagged the Responsiveness field Unsure.

27.2 Administrator-Controlled Assignments

To assign documents, you must first create an Assignments layout containing an Assigned To field in the Field Type. Screenshots are kept to a minimum here as it is assumed that you have become familiar with field and layout creation by this point.

→ Exercise: Creating an Assigned To Field and an Assignments Layout

1. Create a new field named **Assigned To** with a **Field Type** of **User**.

The User Field Type is essentially a choice field that Relativity populates with users who have rights to the workspace. The field is security-aware.

2. Create a new layout named **Document Assignment**, adding the new **Assigned To** field and any others you feel might benefit the workspace administrator(s) when assigning documents.
3. In the **Documents** tab (in the folder browser), open **Custodians** and the **ARING** folder.
4. In the action row, select **All 627** items followed by the mass **Edit** operation, then click **Go**.
5. Select your Document Assignment Layout in the top drop-down.
6. Check the Assign To checkbox.
7. Select the user you created in the earlier exercise from the Assigned To drop-down, then assign them Andrea Ring's documents by clicking **Save**.

Exercise completed

Now that you have assigned documents to a user, you will need to create a view that returns the required user documents.

→ Exercise: Creating a My Assigned Documents View

1. Create a document view named **My Assigned Documents**, where the criteria is Assigned To: **Logged in user**. Include any fields that a user might want to see.
2. Secure the rest of the visible document views so that this is the only visible document view available to your new user.
3. At this point, your workspace should meet the lead user's criteria. You have:
   - Created a way for the user to issue-code Andrea Ring's documents
   - Secured any views and layouts related to the responsiveness review
4. **Login** as your user to make sure that you have completed these steps successfully.

It's always a good idea to log in as a representative user after changing any security setting in order to double-check your work.

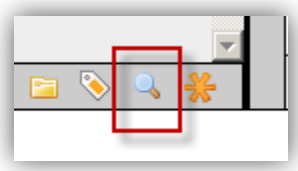
Exercise completed

27.2.1 Assigning Documents to a User: Batching

Relativity's Batching tool allows you to use set criteria to create batches of documents, which users can then check in and out on their own. The exercise below will familiarize you with this process.

→ Exercise: Creating a Batch Set

1. Create a Saved Search that includes all documents in the workspace. This will be the set of documents to be batched.
2. In the folder browser, click the **Advanced and Saved Searches** icon.

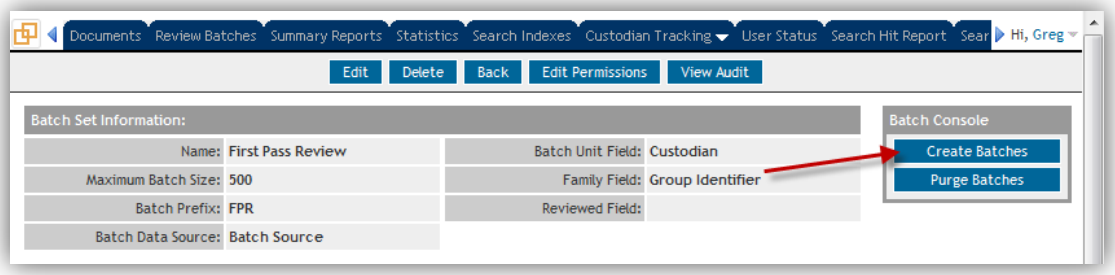


Advanced and Saved Searches icon

3. Click the **New Search** button.
4. Make the **owner** public.
5. In the **Name** textbox, enter **Batch Source**. Since you want to batch all documents, there is no need to set any criteria. If you only wanted to batch certain documents, you would set a criterion here to return only those documents.
6. Click **Save and Search.**
7. Select the **Batch Set** tab and create a new batch set with the following information:
   - Name: **First Pass Review**
   - Maximum Batch Size: **5.** Batches will normally be much larger. 500 documents is a common size. However, our test workspace is only 140 documents.
   - Batch Prefix: **FPR**
   - Batch Data Source: **Batch Source** Saved Search
   - Batch Unit: **Custodian**

The Batch Unit field is a grouping mechanism that is used to keep documents sharing the same Batch Unit field value in the same batch. This allows you to filter and see all batches with a specific value in the Batch Unit field.

- Family: **Group Identifier**
- Reviewed: **Responsiveness**



Create Batches button

8. Click **Save**. Now that you have entered your settings, you may create the Batch Sets.
9. Click the **Create Batches** button.
10. Select the **Batches** tab. This is the interface users will use to check out batches.

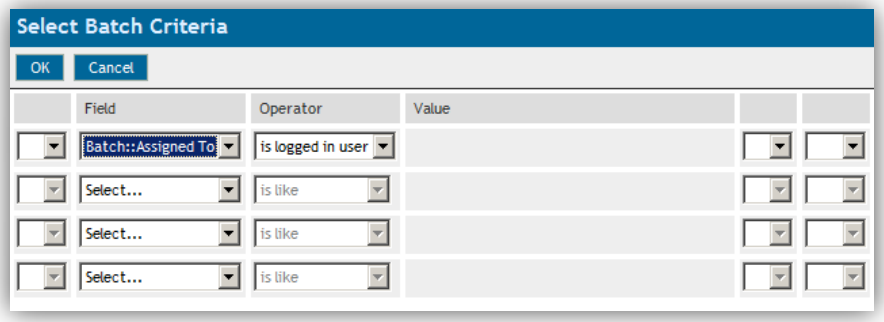
Exercise completed

You have just created your batch. Next, you will create a view which will allow users to review their checked-out documents.

→ Exercise: Creating a My Checked Out Documents View

1. Create a document view named **My Checked-Out Documents.**
   - In step Two, include Batch and any fields a user might want to see.
   - In Step Three, select the **Batch** field and ensure that the conditions section reads **These Conditions**.
   - Click the Ellipsis button **(…).**

Note that the Batch field has a special condition builder which allows you to select from the four batch-related fields, regardless of how many batch sets exist in your workspace.



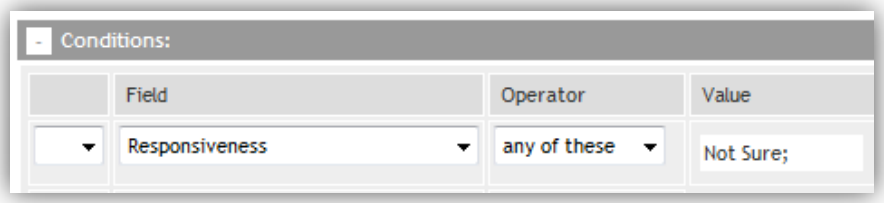
Select Batch Criteria box

2. Set your conditions so that **Batch::Assigned To::is the logged in user.** Users will now be able to go to the Batches tab, check out a batch, and then see the documents in their My Assigned Documents view.

Exercise completed

Exercise: Create a second level review auto batch function

1. Click the **New Search** button.
2. Make the **owner** public.
3. In the **Name** textbox, enter **Not Sure Documents**. Set the Conditions to Field = Responsiveness; any of these; Value = Not Sure.



Conditions for Search

4. Click Save and Search.
5. Select the **Batch Set** tab and create a new batch set with the following information:

- Name: **Second Pass Review**
- Maximum Batch Size: 2**5**
- Batch Prefix: **SecondLevel**

- Batch Data Source: **Not Sure Documents**
- Auto Batch: **Enabled**
- Minimum Batch Size**: 5**
- Auto Create Rate: **10**

6. Click **Save**.

Now you have setup an auto batch function to create a new batch every time 5 records not batched have been found with Unsure as the Responsiveness choice. The system will check for this every 10 minutes.

Exercise Complete

27.3 Special Considerations

Consider the following points when dealing with assigning or batching documents:

- Meet with your workspace team before your workspace begins to discuss the review process and determine which workflow makes sense.
    - If you have a static list and do not mind your users working through their lists independently, batching will work well.
    - If assignment conditions will be changing frequently, manual assignment may be better.
- If you will be continuously adding documents to a workspace, but would like to batch them out according to the same criteria, you may use the same batch set simply by clicking Create Batches every time you load documents.
- To check out batches, groups need the batch “edit” permission not to be confused with Batch Set permissions which they do not need.

28 Searching

There are many ways to search your data:

- Filtering allows you to search fields present in your view (or search result) for specific values.
- Keyword Search allows you to perform a word or phrase search, including basic Boolean operators.
- dtSearch is an advanced keyword search that allows you to perform a word or phrase search, including many advanced operators.
- Relativity Analytics is a conceptual searching tool that allows you to search your data not just for keywords and phrases, but

concepts as well. Relativity Analytics is not covered in this program.

For more information, see the Relativity Searching Manual or click the ? icon while using Relativity.

28.1 Scenario

The review team has completed their initial review and is now ready to begin preparing for depositions - the questioning of witnesses given under oath and recorded for use in court at a later date.

The team has requested that you perform a few searches to ensure they are prepared.

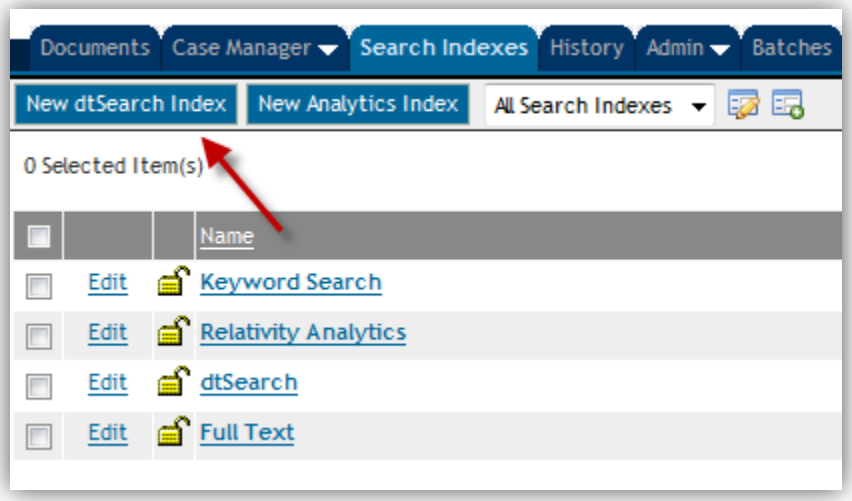
28.1.1 Creating a dtSearch Index

To perform the searches the attorney team has requested, you will need a dtSearch index. dtSearch indexes are created and managed using the Search Indexes tab, which houses all Relativity searching options.

There is no limit to the number of dtSearch indexes you can create.

→ Exercise: Creating a dtSearch Index

1. Select the **Search Indexes** tab.
2. Click the **New dtSearch Index** button.



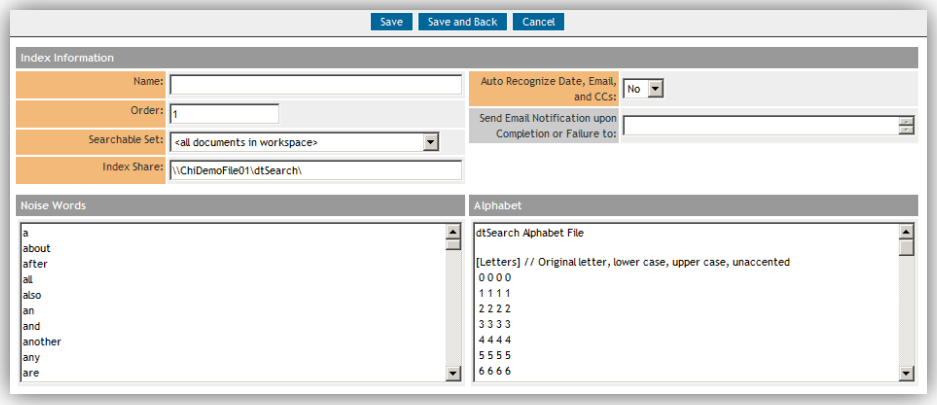
New dtSearch Index button

3. Enter the Index Information as follows:
   - Name: <*type:* **dtSearch**>
   - Order: **20**
   - Searchable Set: **All documents in workspace**
   - Index Share: **Default**
   - Auto Recognize…: **No**
   - Send Email Notification…: Leave blank.
   - Leave Noise Words as the default.
   - Leave Alphabet File as the default.

The Name field shows how a search will be displayed throughout the application. If you only have one search, name it dtSearch.

If you have more than one, name them descriptively, e.g.,:

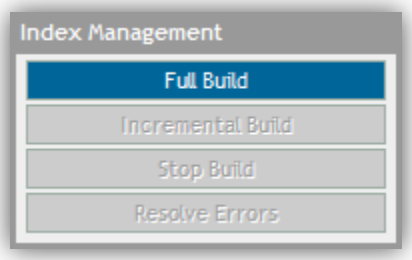
- dtSearch Full Text
- dtSearch All Name Fields



New Index form

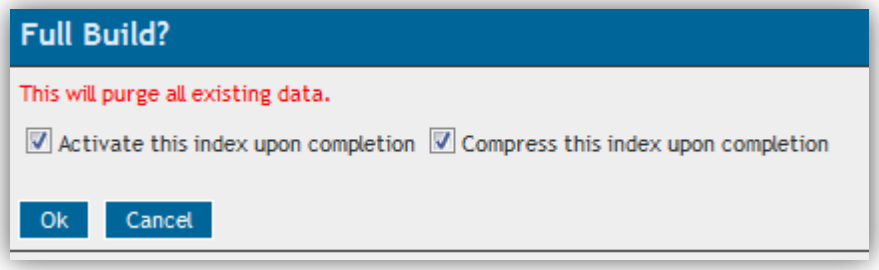
4. Click **Save**. Saving the dtSearch creates the index, which must now be populated. On the right side of the dtSearch index page, you will see the Index Management console.

If the dtSearch agent encounters a network-related error during the build process, it will execute up to three retry attempts at 20 second intervals.



Full Build button

5. Click **Full Build** to index the documents.



Full Build Confirmation

6. The Full Build dialog box appears. Select the **checkbox** to automatically activate the index after it builds and compress the index. Click **OK.** The index may also be activated from the Index Management console after the build. Activating the index allows it to be visible in the Search With drop-down box.

Unlike keyword searches that update automatically, dtSearch is a managed index. Every time you add new documents, you will need to perform an incremental build to add them to your index.

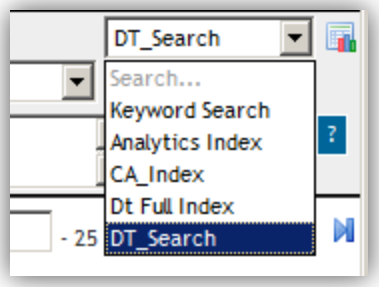
Exercise completed

Once your dtSearch index is created, you may use it to perform searches in your workspace.

Your workspace team wants to see e-mails that contain the term "Enron" from 2002 or later. However, most e-mails in the database have this term as part of their content since most are from enron.com e-mail addresses. Given the complexity of the search, dtSearch is the best tool.

→ Exercise: Searching the Workspace

1. To search your workspace, select the **Documents** tab.
2. In the **Search With** drop-down, and select **dtSearch**.



dtSearch option

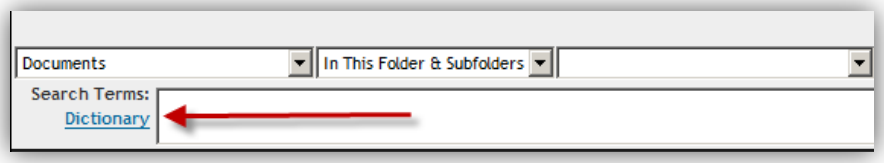
3. Enter the following search term in the search text window *<type:* **enron not w/2 com***>.* This search will find all documents where Enron is in the content, but excludes those documents where the only hit is "Enron" within two words of "com". This essentially excludes hits that are only Enron e-mail addresses (e.g., tsmith@enron.com).
4. Click the **Search** button. Executing this search should return 698 documents.
5. To find e-mails from 2002 or later, filter the date field. In the Documents view, click the **Show Filters** link.
6. Filter the E-mail Sent Date field *<type:* **>=01/01/2002***>*
7. Click **OK.** This will return nine documents that meet the dtSearch conditions from 2002 or later.

Exercise completed

28.2 Dictionary

After building your dtSearch index, a Dictionary Search option is available. The Dictionary Search allows you to search the index for a specific term, see the total occurrences of the term, and the number of documents containing it.

To launch the Dictionary Search, click the **Dictionary** link next to the Keywords textbox.



Dictionary Link

For more information, refer to the Relativity Searching Manual.

28.3 Special Considerations

Consider the following points when dealing with searching:

- Is like and Contains conduct their searches in different ways. Contains has a list of all the information contained in the documents you are searching, and Is like does not have a list. As a result, your search takes longer. Use Contains whenever possible during your searches. Your results will return faster and will be more precise. Please note that Contains will only function when searching indexed documents.
- Conceptual term searching can be used on its own to find documents related to the entered text that do not necessarily contain that word or phrase. In addition, this type of searching can be used in accordance with Keyword Searching. When searching for keywords that have multiple meanings, adding an identifying concept can help the index return only those hits with the intended meaning.
- Keyword Searches do not understand specific numbers. The same is true for single letters or characters. dtSearch is able to perform this type of search, so use it when looking for specific numbers or letters.
- When conducting a proximity search, Relativity will highlight every instance of each individual term in hits. For example, every instance of “law” and “order” will be highlighted when your initial search reads “law w/3 order”. This won’t affect your search. Disregard the individual terms and focus on the desired results.
- The more conditions added to a search, the longer it will take to see results. Relativity must search on behalf of each individual condition as it relates to the others, slowing return time. Use as few conditions as possible to speed up the return rate.
- The Dictionary Search will only return the first 2,000 results. If your search has more than 2000 hits, the Dictionary search will display the following message: “Only 2,000 results returned.”
- Regular expression searching provides a way to search for advanced combinations of characters. A regular expression included in a search request must be quoted and must begin with ##. Consider the following when using regular expression searching:
    - A regular expression must match a single whole word
    - A regular expression is like the * wildcard in its effect on search speed – the closer to the front of the word the expression is, the more it will slow the searching
- The Search Terms Reports allows you to input a list of search terms. Based on these terms, a report is generated that shows the document count for each search term hit. A field is created that houses the corresponding terms found in each document.

This field can be used in the Field tree to view the search terms and their document hits. Term hits can also be used to create batches. For information on how to create a new search terms report, please see Relativity Admin Manual.

29 Creating Static Lists of Documents

Within other applications, the features of "foldering" and list creation are common. These features allow users to see static lists of documents in their database. This is accomplished in Relativity by creating a field, tagging a document with a choice, and exposing users to the field.

29.1 Scenario

The deposition prep team has asked that the result documents from their requested search be foldered for deposition prep. This will allow their team to review them prior to the deposition.

29.2 Creating a Static List of Documents

To create a static list of documents, the documents must be tagged with a specific choice. To accomplish this, you will use a variety of skills learned in previous sections:

- Create a field to store the choice values that will become the lists
- Create a layout
- Run a search
- Apply the choice values to the results

→ Exercise: Creating a Static List

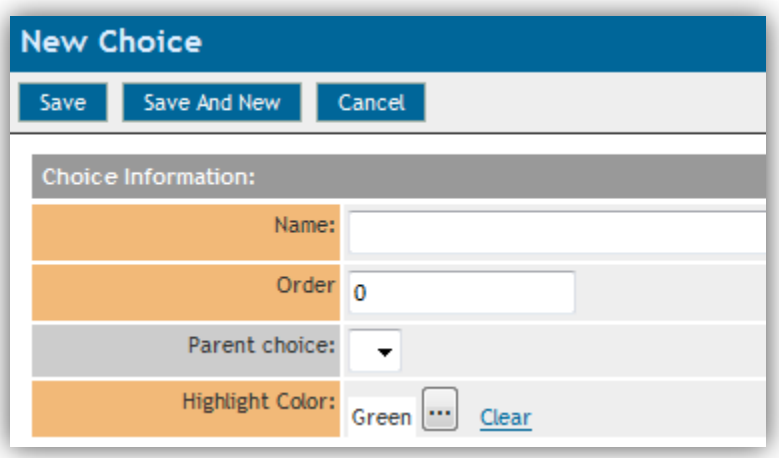
1. Using the skills you've learned in previous units, create a multi-choice list field called **Deposition Witness Kits.** Make sure to set the Available in Field Tree option to **Yes**.

The field is a multi-choice list because one document may need to be part of many witness kits.

2. Create a layout called **List Tagging**, adding the new Deposition Witness Kits field.

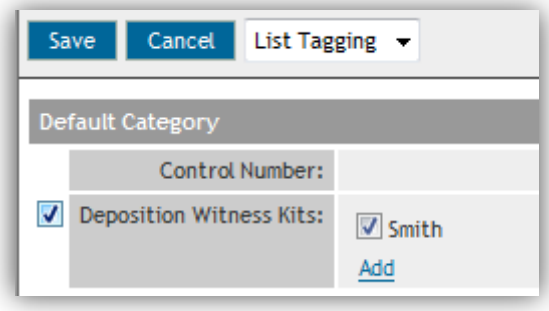
This layout will predominantly be used for mass operations, so there is no need to include metadata fields in the form.

3. Select the **Documents** tab and create a Keyword search "conflict".
4. In the action row, select **All 40** | **Edit**, and click **Go**.
5. A pop-up box appears, allowing you select from any of your layouts. Select your new **List Tagging** layout.
6. Note that there are no existing choices for the Deposition Witness Kits field. Click **Add** to create a choice. This is the same choice form you saw when making decisions in the Choices tab.



N1866ew Choice

- Type **Smith** in the Name field, and leave the remaining options as their defaults.
- Click **Save**. Note that the choice is now available on the layout.
- Click the box to the left of the field, indicating you'd like to make a change to that field as part of your mass operation.
- Click the **Smith checkbox** to indicate that you'd like to tag all nine documents with that value.



Mass Edit of Documents

There are three options for a checkbox on a mass edit.

- The default blue box indicates that the choice will not be set or unset as part of the mass edit.
- Clicking once and unchecking the box indicates that the choice will be unset as part of the mass edit.
- Clicking a second time and checking the box indicates that the choice will be set as part of the mass operation.

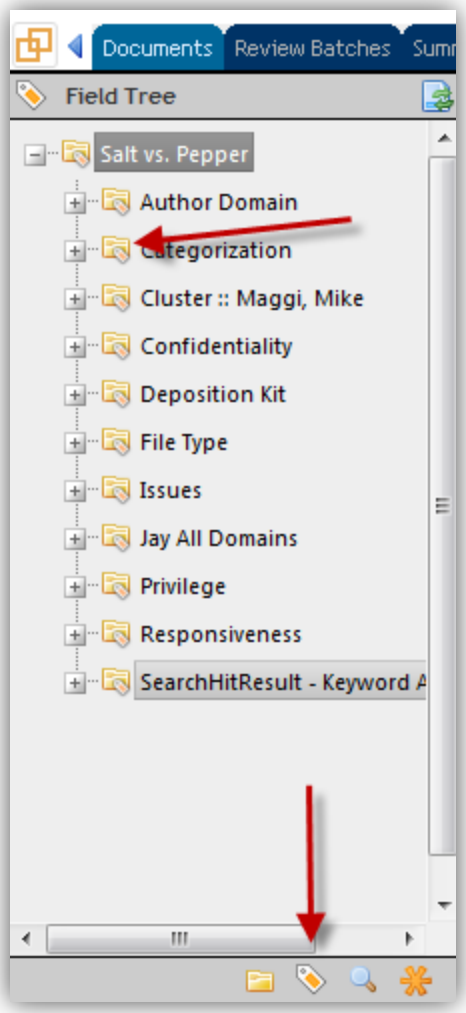
- Click **Save** to tag the documents.

Exercise complete

Now that you have tagged your documents, you may view them in the Field Tree. The exercise below will familiarize you with this process.

→ Exercise: Viewing Lists in the Field Tree

32. Select the **Documents** tab and click on the **Field Tree** browser to switch from the folder browser.



Field Tree

33. Click the tag. Note that all documents tagged in the previous list are shown in the document list.

Although your task involved tagging a document with a coding value, it is displayed to the user as a list. Users coming from other tools might ask you to folder documents; this is the best way to handle that request in Relativity.

29.3 Special Considerations

Consider the following points when dealing with making lists:

- Remember that not all fields are visible in the Field Tree, so make sure to include your field.
- Saved searches are rerun every time they are accessed. If you would like a static snapshot of results from a date/time, use the above technique

30 Working with Transcripts

As the workspace progresses, key witnesses may give their testimonies in the form of a deposition. The transcripts of these testimonies may be loaded into your Relativity workspace as a document with special functionality.

For more information on transcripts, see the Relativity Admin Manual: Appendix A.

30.1 Scenario

In the previous section, your team created a list of documents to prepare for a deposition.

The deposition has since taken place, and your team would like you to load the transcript into the workspace.

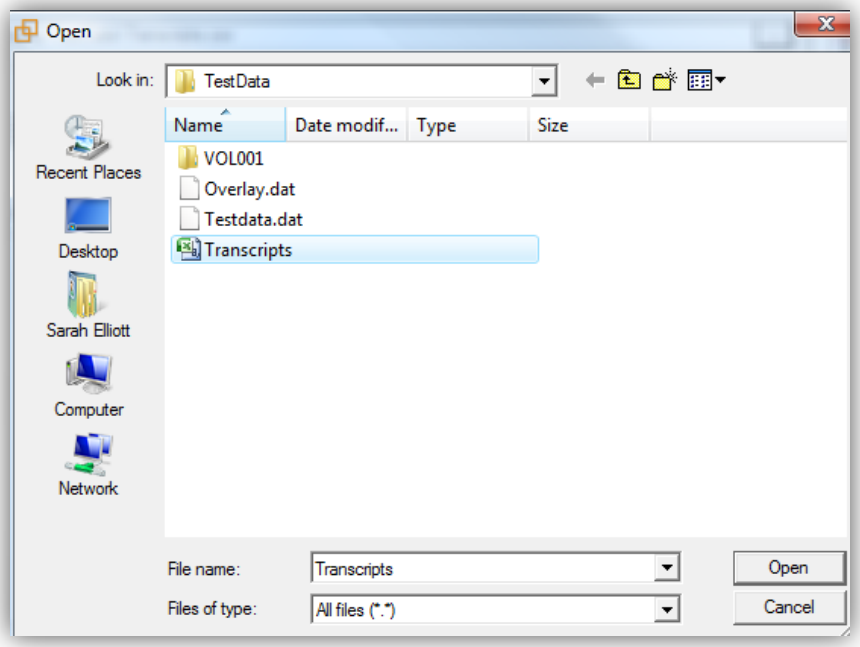
Once loaded, your team would like links to the exhibits and key sections marked as Hot.

30.2 Importing Transcripts

Since importing steps are detailed earlier, only those pertaining to transcripts are located here. Refer back for more information.

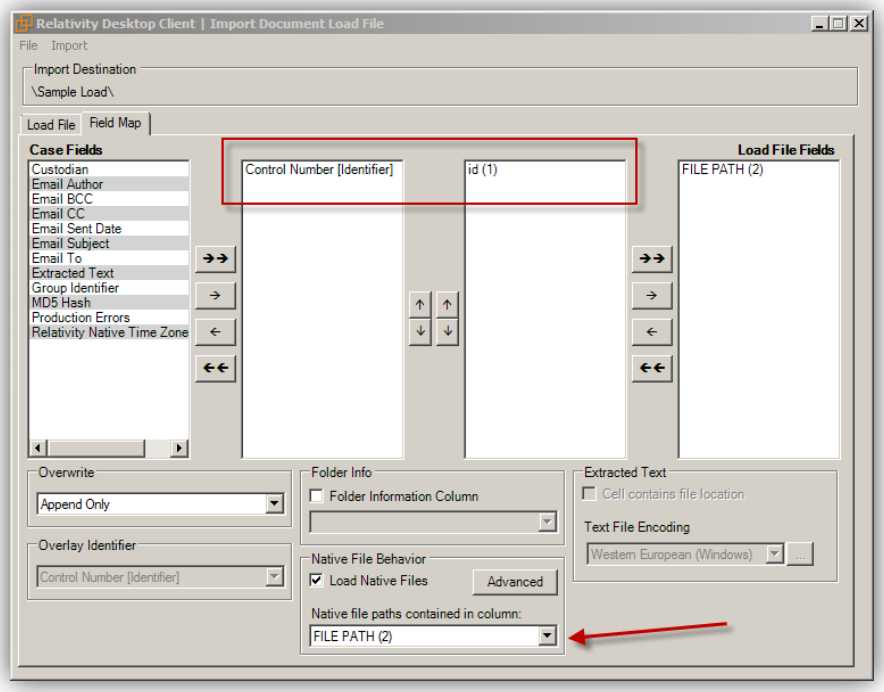
→ Exercise: Importing a Transcript

1. Launch the **Relativity Desktop Client** and log in.
2. Select your workspace and begin a document import.
3. Select the **Transcripts load file** from your test data. Note that if you select a csv file, Relativity automatically detects the delimiters.



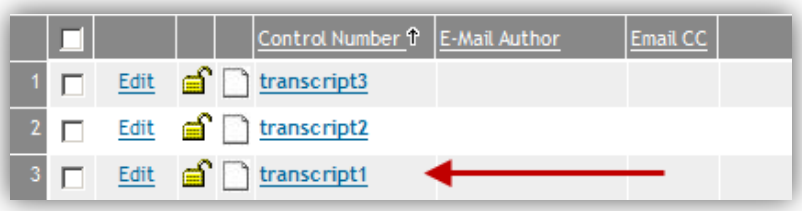
Test Data

4. Match the **Control Number** field in your workspace with the **Control Number** field in your load file.
5. Select Load Native Files using **FilePath(2)** as your field.



Import Load File

6. Check for any errors and import your file.
7. Log into Relativity and open the transcript document, **Transcript1**



Document TS00001

Exercise completed

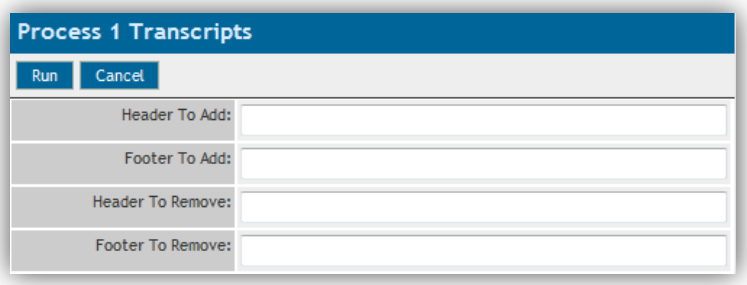
After loading your transcript into Relativity, you must process it. Transcript processing:

- Provides consistent formatting
- Builds a word index for each individual transcript.

Processing a transcript is a mass operation.

→ Exercise: Processing Transcripts and Creating Word Indexes

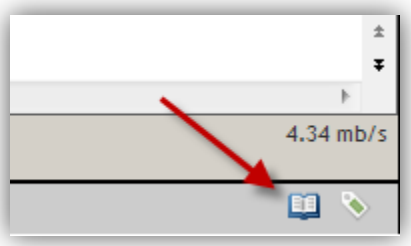
1. Select the **Documents** tab, then select the **Transcripts** folder in the browser. TS0001 should appear in the document list.
2. In the view bar, select **All 1**, and **Process Transcript**, then click **Go**.
3. You will be presented with the Process Transcript dialog box. If you would like to add or remove headers and footers from the transcript, you may do so here.



Process 1 Transcripts

4. Click **Run**. Once complete, launch document **TS0001**.
5. Click the **Return to document list** link at the top of the page. In the view bar, select **All 1**, and **Create Word Index**, then click **Go**.

6. Click **Run**. Once complete, launch document **TS0001**.
7. Note the consistent spacing and the new Word Index icon in the bottom-right corner of the viewer window.



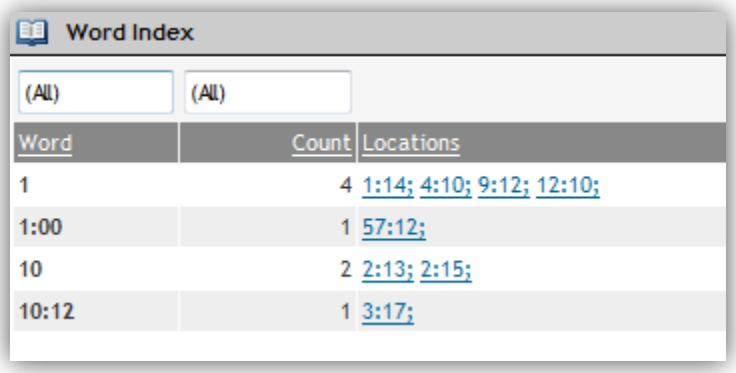
Word Index icon

Exercise completed

Once you have formatted your transcript, you may work with the newly-created Word Index.

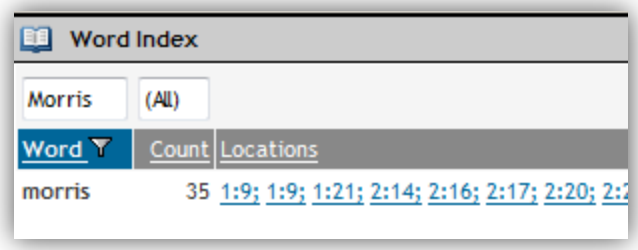
→ Exercise: Using the Word Index

1. Click the **Word Index** icon.
34. Note that each word in the transcript has been indexed, so we know how many times each word was used and where it is located. By default, the Word Index sorts in alpha numeric order, so numeric terms starting with 1 are the first on the list.



Word Index

35. We are interested in every time a key person, Morris, appears in the workspace. Enter **Morris** into the filter textbox and hit **Enter**.



Word Index

36. Note that Morris appears 35 times in this transcript, with the first occurrence on Page 1, Line 9. Click through several locations, noting the term highlighting in the transcript above.

Exercise completed

30.3 Inline Tagging

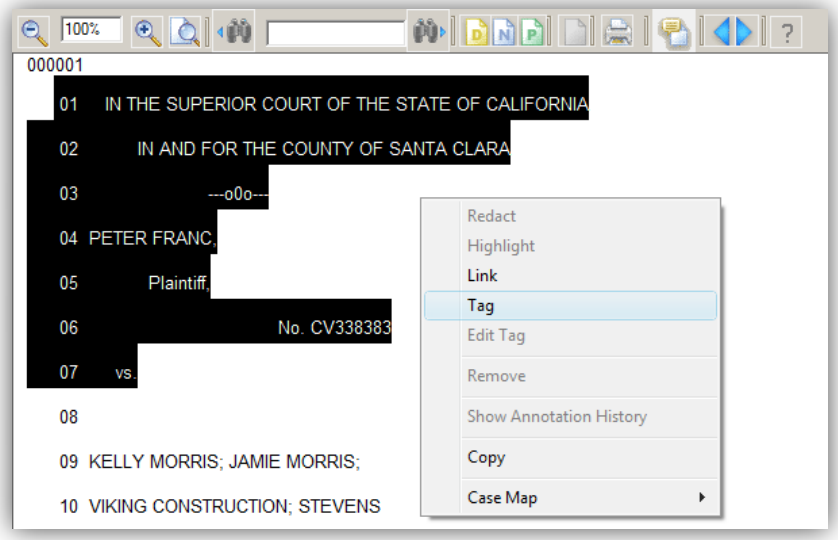
In the previous exercise, you used your Word Index to find some key segments of text. In this exercise, you will tag those key segments so they can be found by the workspace team.

→ Exercise: Inline Tagging and Linking

Before In line tagging, you must add you fields to a system layout.

37. Add the issues field to the system layout, **Inline Tagging.**

38. Launch document **TS00001**.
39. Search the Word Index for **Morris**.
40. Find the reference on **Page 12, Line 1**. Select the text from **Line 1 to 7**.
41. Right-click on the selection and select **Tag**. Note that you are marking only the selected text.



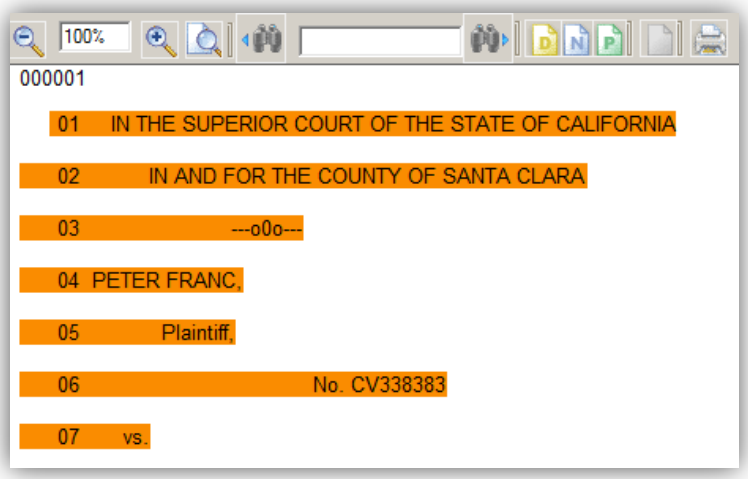
Right-click Tag

42. Add a note to say, "**This is a big deal."**
43. Since there are no current issues, click the **Add** hyperlink to include one.
44. Add a choice called **Hot, Order: 10; with the highlight color orange.**

Highlight color applies to multi-choice lists only and does not appear as an option in single-choice list forms.

Tag Document dialog box

45. Click **Save.** Note that the selected text is now tagged as Hot, and is in orange.

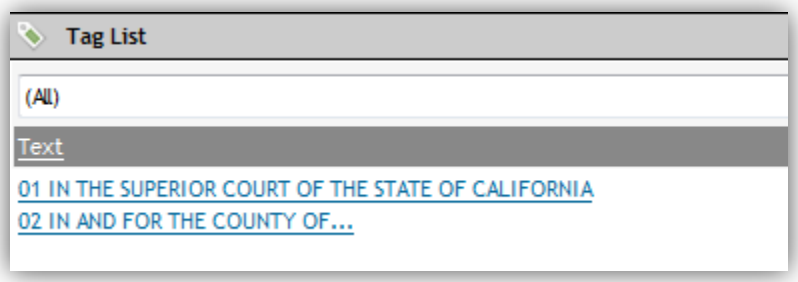


Tagged text

46. Click the **Tag List** icon at the bottom of the screen.

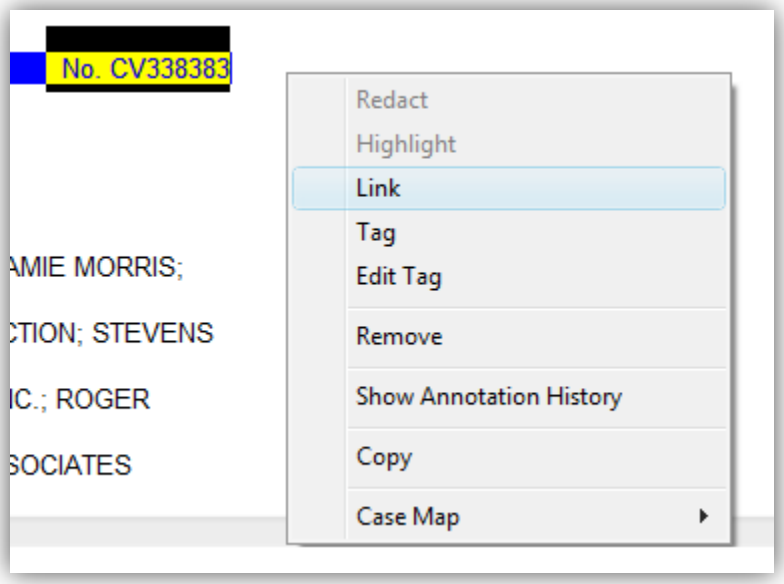
Tag List icon

47. Note that the text selection is now an entry in the Tag List, including the tag value and the notes.



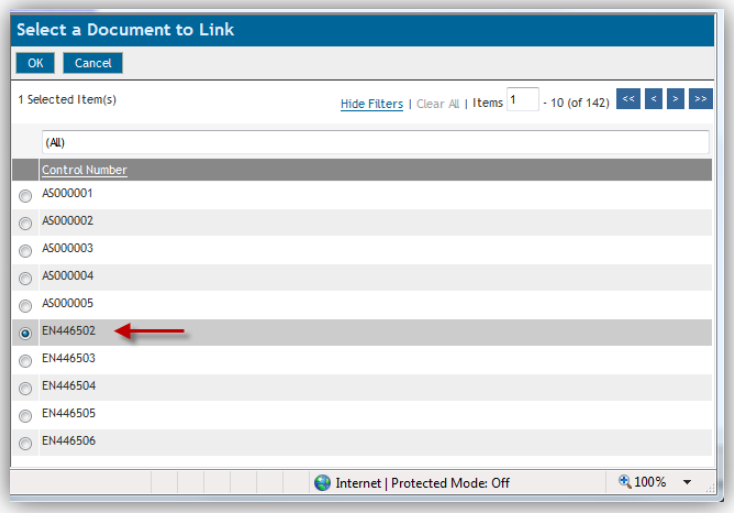
Tag List

48. Click the **hyperlinked text** in the tag list.
49. Note that Workspace No. **CV338383** is referenced in Line 6 of the tagged text. Tag. Highlight this text, right-click, and select **Link**.



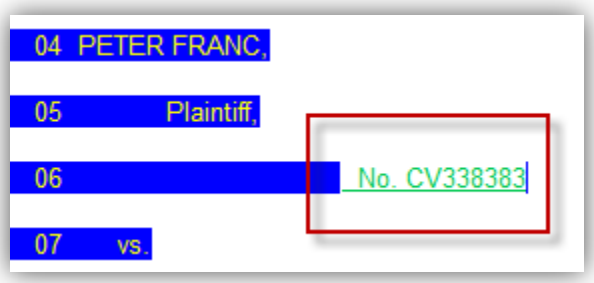
Link text

50. Select a document 's radio button



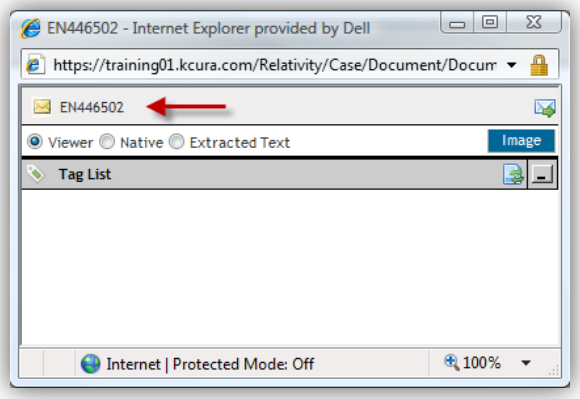
Document to Link

51. Click **OK**. Note that the workspace number is now linked with green text in a white background.



Linked text

52. Click the **linked text**. Note that there is now a pop-up to the linked document.



Document link pop-up box

Exercise completed

30.4 Special Considerations

Consider the following point when dealing with transcripts and word indexing:

- Right-click tagging a section of a document marks it as a whole with that value.
- When processing a transcript, the word index is created automatically. On other file types it can be manually run as a mass operation.
- On opening the word index, only the first 1,000 indexed words are displayed. If necessary, use the sort or filter box to retrieve the required results.
- Word indexes support the following file types:
  - EML
  - TXT
  - XLS or XLSX
  - DOC or DOCX
  - PPT or PPTX
  - RTF
  - XML
  - PDF
  - MSG

31 Appendix A Overview of Litigation Support

Technology has become an integral part of the legal industry. Documents used at trial are now generated electronically, rarely appearing becoming paper. Although many legal professionals resist the transition away from paper because of the challenges it presents, teams are slowly adapting to electronic databases.

31.1 Evolution and History of Litigation Technology

Before beginning an exploration of Relativity, consider the development of litigation technology.

Early litigation revolved around paper documents assembled in boxes, the precise contents of which the legal team was expected to know. To make tracking these documents possible, teams assigned a unique number to every page of every box of paper. This number was called a Bates number, named after Edwin G. Bates, the inventor of the machine used to stamp each page. The Bates stamper was a self-inking stamp that mechanically advanced the number as it stamped.

Bates numbering is still a widely accepted method of identification by the American court system, as it allows you to sort the pages in an order and reference every page.

Original Bates Stamping Machine

Despite its continued use, Bates numbering presents issues in certain cases, in part because stamping documents is not done instantly. The lead time involved is often problematic, especially as cases' document sets become larger.

Although it can be expected that clicking a button and letting a computer number documents takes less time than manually stamping them, there is an entirely new set of barriers that accompanies modern technology.

Note: Gaps in the Bates numbering are problematic. They occur occasionally when using two different number schemes or if a document is pulled from the production because it is privileged. When gaps occur questions arise as to what is missing. Often, when a document is removed a slipsheet is used to indicate that either a Bates number is not used or a Document range was pulled from production.

With the introduction of the copy machine, the volume of paper increased dramatically. After the copy machine came into wide use, there was always a file copy and more often there were multiple copies in multiple people's files.

This flood of paper needed organization. Thus, indexes were created to outline documents' objective information. Tracking a date, author, recipient and descriptions of documents linked to a box number allowed quicker retrieval of documents from a room of boxes. These indexes were originally hand-written and then moved onto computers.

This process of typing document information into a database is referred to as "coding." Coding can also refer to the addition of subjective information during review. Objective data is a document's factual data. Subjective data is that which a person uses to categorize a document. After all the information is coded into the database, searching becomes possible. Searching and sorting an index allows for quick retrieval of relevant documents.

The next development in litigation involved putting indexes and documents onto a computer. Document paper was scanned to TIFF images, and a database was used to record documents' information. Then the objective document data was typed into the database by paralegals, or it was outsourced. The original database applications were installed either on a local machine or on a shared server. This method allowed for multiple people to look at the same set of documents without making multiple copies. If copies were needed, instead of feeding documents through a copy machine and removing the staples, print outs or blowbacks allowed for quicker cheaper copies.

Initially the cost required to scan and code documents was quite high but the efficiency was achieved in the retrieval and subsequent copies of documents. . In addition, the level of accuracy was much higher electronically searching documents than manually reading them. Realizing this advantage and seeing past the upfront cost was the challenge.

Note: Slipsheets is a term that can be used in various ways. When running a production of documents a slipsheet acts as a placeholder for a document that has been removed or is being produced as native and has no tiff image. When doing blowbacks or printing, a slipsheet references a blank page or a page with the file name or other document information between documents. Generally it is a color sheet used as a separator instead of stapling or binding the documents.

It was soon possible to take scanned images and have a computer determine the text of the document. This creation of a text file from the image was called Optical Character Recognition. Originally OCR was

expensive and done very selectively. As technology progressed OCR technology became better, faster and cheaper. OCR processing now it typically done on all paper documents in a database, making all text from all documents available for searching.

Searching for terms became popular, as one could now search the context of a document and see a dictionary of every word in the database. One issue with OCR is that a computer is trying to create the text of a document. Often, a bad copy or fax of a document is just as hard for the computer to interpret as it is for a person. If a person cannot determine the content of the text a computer will not create good text from it either.

Eventually the cost of OCR decreased and accuracy improved to the point of making cleanly formatted electronic version of the paper documents. Still, there are situations where documents are old and impossible to scan.

In the early days of electronic discovery emails were printed and scanned into a database. This was due to a lack of other cost effective options in the early development of electronic discovery. It was soon realized that all of the information from the file was available and was very accurate for searching. Today the Electronic Review and Discovery Model emphasizes processing electronic data so that a paper copy is never generated.

Examining electronic files originally involved creating a hyperlink to the original file and opening up that file in its native application. However, this process is time consuming and problematic for protected files or files that are from applications not available to users. The next step was to create TIFFs of these files and extract the data for indexing and searching directly from the files. TIFFing, though, is also time consuming and can be costly for service providers to process.

This is where a native file viewer becomes helpful. A viewer doesn't open up the native file in the native application but instead creates a rendering of the file. The TIFFing only occurs for documents that need redactions or are produced with TIFFs.

Note: Redactions block out content that is either privileged information or confidential. Often social security numbers need to be covered in financial documents. Sometimes only one paragraph or sentence is privileged, so rather than remove the document from the production, the privileged data is covered by a redaction.

The production of electronic files was originally paper and then tiffs. It is now sometimes just the original native file. The format is something

negotiated with every case. There is not one standard method of production.

31.2 Case Initiation

There are various types of law firms and various departments within those firms. Some examples are bankruptcy, criminal, employment, intellectual property, litigation, real estate, securities, and taxation. Generally, cases that involve a large volume of documents that need the help of a database are litigation, although other legal groups are adopting technology as well.

Legal action involves two parties. The Plaintiff for a case files the Complaint. This is the initial document filed with the court system. The Complaint outlines the alleged facts of the case and the basis on which a legal remedy is sought. The Answer to this complaint is filed by the Defendant. It must be filed within a specified period of time, and it either admits to or (more typically) denies the factual or legal basis for liability.

The typical sections to a complaint include:

- Jurisdiction (explains why the complaint was filed in the court it was filed in)
- Parties (lists the names of the plaintiffs and defendants and the roles they play in the story)
- Facts (the story of the alleged incident leading to the filing of the complaint)
- Counts (the theories of law that the plaintiff hopes to recover under)
- Conclusion (the damages requested by the plaintiff, monetary or otherwise)
- Jury Demand (If the plaintiff does not affirmatively request a jury, the plaintiff waives the right to a jury; however, the defendant can still request one when they respond to the complaint.)

The complaint is filed in either state or federal court, depending on the type of law, the damages at issue, and geographical diversity of parties.

Plaintiffs can also request emergency relief in the form of a TRO (temporary restraining order), preliminary injunction or expedited trial. If such relief is requested, additional briefing including affidavits and a short hearing or mini trial may occur.

In addition to filing a Notice of Appearance, a defendant has several options when considering how to respond to a complaint:

- **Motion for More Definitive Statement:** the complaint is too vague

- **Motion to Strike:** eliminate a portion of the complaint
- **Motion to Transfer:** there is a jurisdiction issue
- **Motion to Dismiss:** the allegations in the complaint are defective

If litigation is anticipated or a Complaint has been filed a Litigation Hold must be initiated. This is a freeze on document retention policies within a company, under which documents and emails cannot be deleted from the system and all policies that might remove files that are older are stopped. This might include pulling backup tapes out of a rotation meaning they can't be overwritten. Holds are based on dates and content determined by the litigation. As the case proceeds, all official responses to the court are Pleadings. The fight between parties decides which documents are in question what custodians are pertinent and how documents will be exchanged.

Interrogatories are the initial questions about the other side's views of the case. This is going on at the time of Discovery. Discovery is when documents are reviewed and looked at for production.

31.3 Discovery Process

The discovery process is the initial gathering of documents. In discovery, all parties are given the opportunity to discover factual information about each other's allegations in the form of documents, physical evidence, and witness testimony.

There are several ways to discover factual information:

- **Requests for Production of Documents**: parties request to see the documents of other parties
- **Interrogatories:** parties pose questions to other parties to assist them in obtaining information about documents and possible witnesses
- **Deposition Testimony:** parties call depositions of witnesses identified by other parties as people with knowledge of certain facts related to allegations
- **Admissions:** parties have the right to ask yes or no questions of other parties in order to cut down on disputed facts
- **Third-Party Subpoenas:** parties are not allowed to seek documents or witness testimony from people or entities that are not party to the lawsuit without serving a court order requiring their compliance

The discovery process determines where documents are obtained and how they will be sorted to determine what is relevant to the case. This group of documents will be shared with the opposing counsel as a production and utilized throughout litigation. The first step in this process is collection.

31.3.1 Collection

Collection is pulling email and electronic files off a client's machine or from their paper files. The first step in a collection is determining where the data resides and then making sure all of those files are collected. Email might need to be collected from a machine's PST file or by creating a PST file from the server. This is an Outlook email file storage type.

There are several places a document can be stored:

- **Paper**: central file, desk drawers, assistant's desk or file
- **Email:** exchange server, local machine pst file, blackberry
- **Documents**: central file server, local machine, online repository, flash drives, external hard drives

All electronic files generally can be found on a backup too.

Once the documents are collected from the client site, they are brought into the law firm for review. The original dataset is usually significantly larger than what is needed to produce. The data can be collected by an outside collection vendor or by internal IT group.

If the collection needs to be done forensically, generally an outside third party capable of testifying for the permanence of the data becomes involved. Forensics is not always necessary in collecting data. However, in employment litigation or a contract dispute, it can become necessary to maintain and be able to verify document creation dates or email dates and times. It is preferred to have an outside third party who doesn't directly have a stake in the case authenticate the data at trial. The forensic collection is verified by the chain of custody.

When a collection is completed, documentation accompanies each piece of media. The industry doesn't have a standard collection form but some examples of information found on a chain of custody form are:

- Serial number of computer
- Physical location of machine including full street address to room location
- Time collected
- Signature/date of each person in possession of the media
- Photo of computer

These forms are documented at the time of initial collection. At the completion of the collection the media is often sealed. The seal is not broken until the time the data is ready to be processed or loaded into a review system. The Chain of custody is kept to indicating by signature every person that touched the data till it was processed for review.

To reduce costs many companies are developing internal methods of data collection. Many are putting in place email systems that can search users email boxes and export data out based on dates or terms. Doing this export internally saves costs of collection from an outside company.

Determining what data is available and culling out what is not relevant based on terms and dates is part of the early case assessment. The amount of data that ultimately needs to be reviewed determines the time frame, the number of attorneys and production deadlines. Figuring out this initial plan is the early case assessment that can guide the case towards a quick resolution (a settlement) based on the estimated total costs or full speed review and production.

31.3.2 Review

After the documents are collected from the client a review is done to determine relevance to the case. The scope of what is produced comes from the opposing counsel document request. The document request can determine the relevant dates, names, and subject matter. Using this scope against the documents retrieved from the client, the review planning process can begin.

Reports are run on document types and size to determine the number of reviewers necessary and the hours it will require to create a first production. One way of reducing the total count of documents is deduplication.

Often multiple people work on a project and many of the emails are to and from the same members of the group. The same email might reside in five different email boxes since multiple people were copied on the email. There might be duplicate emails on one person's machine if they file an email into two or more folders for organizational purposes. Multiple copies might be collected if you collect from the server and collect from the local machine and have overlap. The duplication strategy can be within a custodian or across custodians.

Generally deduplication within a custodian is always done. This means only taking one copy of an email for the custodian no matter how many copies there are on the server or local files in different folders. This can sometimes reduce the count of files but generally isn't a large number.

The other method of deduping across custodians reduces the count significantly. However deduplication across custodians isn't always accepted. Sometimes reviewers want to see who has retained the emails and to see it in each custodian. Sometimes the key custodians change and if you only process the first one it might be missed if you begin reviewing a later custodian and it is removed from their mailbox.

The fewer files, the better. A document review is done for numerous reasons. Companies don't want to release documents not related to the

litigation, privileged documents or confidential items. In the process of sorting all the documents to turn over and remove for these reasons, attorneys also become familiar with documents important to their case.

Some companies are fine with merely turning over all their documents, but attorneys need to know nothing privileged or confidential is being released to the opposing counsel. Once something is out it is hard to take it back.

The current federal rules do allow for clawback agreements. In these instances, both sides agree to destroy all copies of documents described as privileged or confidential if found after the production has occurred. However, it is difficult to hide what has already been seen, so a privileged review is important to do right the first time.

Reviews also remove garbage files. A good document request will indicate a small scope of documents needed. Dumping a large group of unresponsive documents can appear uncooperative in the eyes of the judge. It was a tactic at one point for large companies to dump many boxes of paper on the other side, but with the new rules of Federal Procedure and electronic files it is much more difficult to navigate that direction. Firms also feel pressure to make a document review as cost effective as possible.

Firms have lower-level associates that bill at lower rates do the initial review. This is usually a team of first and second-year attorneys or outside contract attorneys. Reviews generally occur quickly and require many hours day and night while they proceed. There is generally a delay in approval to start a review and by the time this approval occurs the production deadline is near. For this reason the review and production process tends to be a stressful quick process where impossible deadlines are constantly part of the equation. After the first level review is done a second level review occurs. This is a higher level associate who will check documents that a first level reviewer was unsure how to categorize. They might verify that the privileged documents are truly privileged. They might also scan the responsive documents and verify they belong in the production.

31.4 Litigation Support Workbook

Please answer the following questions based on the information presented in this section:

1. This is used to number or identify documents on a page level with a unique id.

2. This is the process of entering objective information about a document into a database for later retrieval.
3. This file type is an image file used in the transfer of documents in the legal industry generally as single pages.
4. Process of text representing words created by a computer.
5. Blocking out or covering a portion of a document to make privilege or confidential portions hidden from view.
6. Put these in order as they would occur. Pleading, Complaint, Trial, Answer
7. Three locations where you might collect data.
8. This is the process of eliminating the same email found in various locations for a case.

32 Appendix B Importing Overview

All Relativity document importing is done through the Relativity Desktop Client. Load files are text files. These text files contain codes to load the data into the correct database fields and attach natives to the system.

Relativity is not able to ingest data on a drive without load files. The load files indicate locations of the document files and contain the extracted metadata from the files. All data must be processed before loading.

Typically, any data processing is done by an internal department or an external processing vendor. Processing extracts the metadata from the

native files and combines it into one load file. There is no formatting of words in the text load file.

There are three import options for Relativity:

- Image File
- Document Load File
- Production File

The Image file option is for importing Opticon load files that link to TIFF images. Relativity only accepts single page Group IV tifs or jpg files. Generally the Group IV tifs are for the black and white images. The jpg files are for the color images.

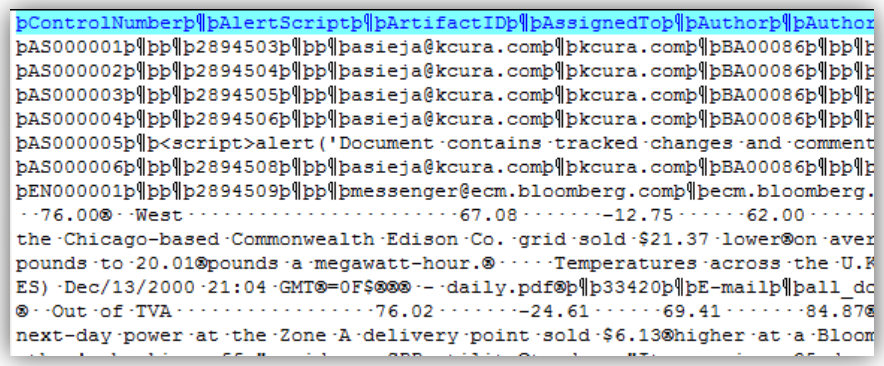
Image load files are just image files no associated metadata data and are usually scanned paper or a production from the opposing counsel with images only.

The columns in order from left to right are image page id, volume id, path to image file, Y if page is first page of document, folder break (optional), box break (optional), page count(optional). The columns are separated by a comma.

```
AS000001,VOL00001,.\VOL00001\IMG00001\AS000001.tif,Y,,,1¶
AS000002,VOL00001,.\VOL00001\IMG00001\AS000002.tif,Y,,,30¶
AS000002_001,VOL00001,.\VOL00001\IMG00001\AS000002_001.tif,,,,¶
AS000002_002,VOL00001,.\VOL00001\IMG00001\AS000002_002.tif,,,,¶
AS000002_003,VOL00001,.\VOL00001\IMG00001\AS000002_003.tif,,,,¶
AS000002_004,VOL00001,.\VOL00001\IMG00001\AS000002_004.tif,,,,¶
AS000002_005,VOL00001,.\VOL00001\IMG00001\AS000002_005.tif,,,,¶
AS000002_006,VOL00001,.\VOL00001\IMG00001\AS000002_006.tif,,,,¶
AS000002_007,VOL00001,.\VOL00001\IMG00001\AS000002_007.tif,,,,¶
AS000002_008,VOL00001,.\VOL00001\IMG00001\AS000002_008.tif,,,,¶
AS000002_009,VOL00001,.\VOL00001\IMG00001\AS000002_009.tif,,,,¶
AS000002_010,VOL00001,.\VOL00001\IMG00001\AS000002_010.tif,,,,¶
AS000002_011,VOL00001,.\VOL00001\IMG00001\AS000002_011.tif,,,,¶
AS000002_012,VOL00001,.\VOL00001\IMG00001\AS000002_012.tif,,,,¶
```

Image Load file in Opticon load format

Document Load File option is a delimited text file with field and metadata information. This will load meta data with links to the native files. The image below is what we will load into our database.



Document Load File with document ids and metadata information

The Production File option allows you to import productions run outside of Relativity. Loading a production utilities both of the previous file types overlaying the information onto data that already exists.

Document load files contain the metadata and information necessary to link to native files. A document load file contains delimiters. A load file has 3 key delimiters. They are characters read by the system to indicate separate fields and line format of the full text data. The column, quote and newline characters in the load file will determine how the data is loaded and formatted.

These characters can be changed when loading to match the format of the individual load file. The column character is what separates the individual columns in the data. A csv file uses the comma character. The document load file above (a DAT file)uses a non keyboard character or the ASCII character of (020) . By using a character not available on the keyboard or used to create an English word there are no problems with the system interpreting this character in the middle of a word. The column delimiter which controls how the columns are enclosed for the above item is also an ASCII character (254) þ.

Below are the first two lines from a load file with three fields. The first line lists the field or columns. These are delimited in the same method as the actual data.

þControlNumberþþAlertScriptþþArtifactIDþ

þAS000001þþþþ2894503þ

The system reads this data one character at a time separating out and passing the text of the columns one at a time. The first character is the Quote character which is the container character for everything in the field. The system will not load the delimiter characters into the database. It continues to read until it sees the next Quote holder and retains all that information and directs that information to the mapped field. The column break is next and lets the system know that the next

field gets fed information. The information within the Quote characters is pulled into the system. Notice in this group that the second field AlertScript has nothing in the load file. This will just quickly move to the next field and look at what is between the Quote delimiters. If we place an extra Quote character in the middle of a field it will throw off the loading.

þControlNumberþþAlertScriptþþArtifactIDþ

þAS00**þ**0001þþþþ2894503þ

If we accidentally placed an extra Quote character, as indicated in bold in this line, the system will read this as the end of the field but will not know what to do with the next characters as they are not column breaks. This will produce an error in Relativity.

The newline character dictates how the extracted or OCR text will be formatted in the database. In order to keep extracted text to a minimal size a character is used to replace line breaks in the text. This formatting puts numerous lines into one for the purposes of the data load and keeps the load file smaller. As extracted text is loaded into the system returns are put in where the selected character is found.

33 Disclaimer

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